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ABSTRACT

In spring 1995, College of the Desert, in California, undertook a study to determine the perceptions of students at both its Copper Mountain and Palm Desert campuses regarding college services. A representative sample of students were administered a 7-point attitude scale (Student Satisfaction Survey developed by Noel-Levitz Centers, Inc.) both the relative importance of the services and students' satisfaction with them. An analysis was then conducted to determine the gaps between levels of importance and satisfaction, indicating that all services, except for Veterans services at the Palm Desert campus, received higher importance ratings than satisfaction ratings. At the Palm Desert campus, the five largest gaps between importance and satisfaction occurred in the areas of parking, registration, concern for students, financial aid notification, and security. At the Copper Mountain Campus, the five largest gaps occurred in the questions pertaining to the availability of child care, the variety of courses, financial aid notification, library resources and services, and academic advising. Includes the survey instrument, graphs of overall ratings for each service area by campus, graphs of ratings of specific services within each area by campus, and ranked tables of gaps for each campus. (TGI)

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ED 396 807

GAP ANALYSIS

Student Satisfaction Survey
Spring 1995

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COLLEGE OF THE DESERT

Office of Institutional Research
43-500 Monterey Avenue
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JC 960 472

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September 12, 1995

During the Spring Semester 1995 the Office of Institutional Research administered a Student Satisfaction Survey developed by Noel-Levitz Centers, Inc., a nationally known educational firm. The Academic Senate's Educational Policies and Practices Committee chose this particular survey after considering a number of similar surveys and options. With the cooperation of numerous instructors, the survey was administered during the tenth week of the semester to a representative sampling of students.

The unique feature of the Noel-Levitz instrument is that it allows the respondent to rank each survey question by two scales (both 1 to 7): importance and satisfaction. Responses can then be located on a grid with importance and satisfaction as the two axes. Further, a "gap" can be calculated between the perception of importance and the accompanying judgment of satisfaction. The purpose of this report is to tabulate in visual form that "gap."

A copy of the survey form leads off the report. Noel-Levitz groups the survey questions into eleven "scales" (probably better called areas). A listing of scales with their subordinate questions is given, as well as a ranking of questions in descending order by gap. The eleven scales, as well as the individual questions within the scales, are then tabulated visually for each campus. Finally, the questions are sorted by gap.

It is recommended that readers also obtain a copy of the Noel-Levitz tabulation of the survey results. Here one can learn the demographic data of the samples; a listing of student majors within the samples; results to the questions on diversity (which contained only one scale); results to the three overall educational experience questions; and, most importantly, national norms for purposes of comparison. Copies of the Noel-Levitz tabulation are available from this office.

The Student Satisfaction Survey is part of the districtwide effort to measure and be responsive to student outcomes. The survey was accomplished with the help of numerous college staff. But most of all, the survey has been a success due to the efforts of the certificated staff who administered the survey in the classroom. The Academic Senate also played an instrumental role, especially Jack Tapleshay and Matt Monica of the Educational Policies and Practices Committee and Paulette Gage at Copper Mountain.

Matthew Breindel

Matthew Breindel
Office of Institutional Research

THE SURVEY FORM

with

Listing of Questions Grouped by Scale

NOEL·LEVITZ

STUDENT SATISFACTION INVENTORY™

Community, Junior and Technical College Version

Randy A. Schreiner, Ph.D. and Stephanie L. Juillerat, Ph.D.

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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.

Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how <u>important</u> it is for your institution to meet this expectation. On the *right* tell us how <u>satisfied</u> you are that your institution has met this expectation.

Importance to me . . .		. . . My level of satisfaction
2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important does not apply		1 not available/not used neutral - 4 5
	1. Most students feel a sense of belonging here.	
	2. Faculty care about me as an individual.	
	3. The quality of instruction in the vocational/technical programs is excellent.	
	4. Security staff are helpful.	
	5. The personnel involved in registration are helpful.	
	6. My academic advisor is approachable.	
	7. Adequate financial aid is available for most students.	
	8. Classes are scheduled at times that are convenient for me.	
	9. Internships or practical experiences are provided in my degree/certificate program.	
	10. Child care facilities are available on campus.	
	11. Security staff respond quickly in emergencies.	
	12. My academic advisor helps me set goals to work toward.	
	13. Financial aid awards are announced to students in time to be helpful in college planning.	
	14. Library resources and services are adequate.	
	15. I am able to register for classes I need with few conflicts.	
	16. The college shows concern for students as individuals.	
	17. Personnel in the Veterans' Services program are helpful.	
	18. The quality of instruction I receive in most of my classes is excellent.	
	19. This campus provides effective support services for displaced homemakers.	
	20. Financial aid counselors are helpful.	

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PLEASE DO NOT MARK IN THIS AREA

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Importance to me . . .								My level of satisfaction . . .							
	2 - not very important	3 - somewhat unimportant	4 - neutral	5 - somewhat important	6 - important	7 - very important	does not apply		2 - somewhat dissatisfied	3 - dissatisfied	neutral - 4	5 - somewhat satisfied	6 - satisfied	7 - very satisfied	not available/not used
	2	3	4	5	6	7			2	3	4	5	6	7	
21. There are a sufficient number of study areas on campus.	2	3	4	5	6	7			2	3	4	5	6	7	
22. People on this campus respect and are supportive of each other.	2	3	4	5	6	7			2	3	4	5	6	7	
23. Faculty are understanding of students' unique life circumstances.	2	3	4	5	6	7			2	3	4	5	6	7	
24. Parking lots are well-lighted and secure.	2	3	4	5	6	7			2	3	4	5	6	7	
25. My academic advisor is concerned about my success as an individual.	2	3	4	5	6	7			2	3	4	5	6	7	
26. Library staff are helpful and approachable.	2	3	4	5	6	7			2	3	4	5	6	7	
27. The campus staff are caring and helpful.	2	3	4	5	6	7			2	3	4	5	6	7	
28. It is an enjoyable experience to be a student on this campus.	2	3	4	5	6	7			2	3	4	5	6	7	
29. Faculty are fair and unbiased in their treatment of individual students.	2	3	4	5	6	7			2	3	4	5	6	7	
30. The career services office provides students with the help they need to get a job.	2	3	4	5	6	7			2	3	4	5	6	7	
31. The campus is safe and secure for all students.	2	3	4	5	6	7			2	3	4	5	6	7	
32. My academic advisor is knowledgeable about my program requirements.	2	3	4	5	6	7			2	3	4	5	6	7	
33. Admissions counselors accurately portray the campus in their recruiting practices.	2	3	4	5	6	7			2	3	4	5	6	7	
34. Computer labs are adequate and accessible.	2	3	4	5	6	7			2	3	4	5	6	7	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	2	3	4	5	6	7			2	3	4	5	6	7	
36. Students are made to feel welcome on this campus.	2	3	4	5	6	7			2	3	4	5	6	7	
37. Faculty take into consideration student differences as they teach a course.	2	3	4	5	6	7			2	3	4	5	6	7	
38. The student center is a comfortable place for students to spend their leisure time.	2	3	4	5	6	7			2	3	4	5	6	7	
39. The amount of student parking space on campus is adequate.	2	3	4	5	6	7			2	3	4	5	6	7	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	2	3	4	5	6	7			2	3	4	5	6	7	
41. Admissions staff are knowledgeable.	2	3	4	5	6	7			2	3	4	5	6	7	
42. The equipment in the lab facilities is kept up to date.	2	3	4	5	6	7			2	3	4	5	6	7	
43. Class change (drop/add) policies are reasonable.	2	3	4	5	6	7			2	3	4	5	6	7	
44. I generally know what's happening on campus.	2	3	4	5	6	7			2	3	4	5	6	7	
45. This institution has a good reputation within the community.	2	3	4	5	6	7			2	3	4	5	6	7	
46. Faculty provide timely feedback about student progress in a course.	2	3	4	5	6	7			2	3	4	5	6	7	
47. There are adequate services to help me decide upon a career.	2	3	4	5	6	7			2	3	4	5	6	7	
48. Counseling staff care about students as individuals.	2	3	4	5	6	7			2	3	4	5	6	7	
49. Admissions counselors respond to prospective students' unique needs and requests.	2	3	4	5	6	7			2	3	4	5	6	7	
50. Tutoring services are readily available.	2	3	4	5	6	7			2	3	4	5	6	7	
51. There are convenient ways of paying my school bill.	2	3	4	5	6	7			2	3	4	5	6	7	
52. This school does whatever it can to help me reach my educational goals.	2	3	4	5	6	7			2	3	4	5	6	7	
53. The assessment and course placement procedures are reasonable.	2	3	4	5	6	7			2	3	4	5	6	7	
54. Faculty are interested in my academic problems.	2	3	4	5	6	7			2	3	4	5	6	7	
55. Academic support services adequately meet the needs of students.	2	3	4	5	6	7			2	3	4	5	6	7	
56. The business office is open during hours which are convenient for most students.	2	3	4	5	6	7			2	3	4	5	6	7	
57. Administrators are approachable to students.	2	3	4	5	6	7			2	3	4	5	6	7	
58. Nearly all of the faculty are knowledgeable in their fields.	2	3	4	5	6	7			2	3	4	5	6	7	
59. New student orientation services help students adjust to college.	2	3	4	5	6	7			2	3	4	5	6	7	
60. Billing policies are reasonable.	2	3	4	5	6	7			2	3	4	5	6	7	
61. Faculty are usually available after class and during office hours.	2	3	4	5	6	7			2	3	4	5	6	7	
62. Bookstore staff are helpful.	2	3	4	5	6	7			2	3	4	5	6	7	
63. I seldom get the "run-around" when seeking information on this campus.	2	3	4	5	6	7			2	3	4	5	6	7	
64. Nearly all classes deal with practical experiences and applications.	2	3	4	5	6	7			2	3	4	5	6	7	
65. Students are notified early in the term if they are doing poorly in a class.	2	3	4	5	6	7			2	3	4	5	6	7	
66. Program requirements are clear and reasonable.	2	3	4	5	6	7			2	3	4	5	6	7	
67. Channels for expressing student complaints are readily available.	2	3	4	5	6	7			2	3	4	5	6	7	
68. On the whole, the campus is well-maintained.	2	3	4	5	6	7			2	3	4	5	6	7	
69. There is a good variety of courses provided on this campus.	2	3	4	5	6	7			2	3	4	5	6	7	
70. I am able to experience intellectual growth here.	2	3	4	5	6	7			2	3	4	5	6	7	

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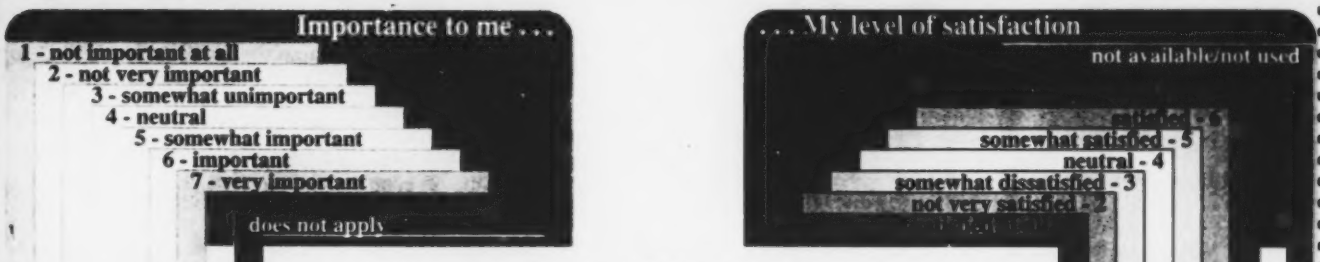
Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 71 - 80 is provided as a response area for those additional questions. Continue on to item 81 when you have completed this section.


Importance to me . . .
1 - not important at all
2 - not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - important
7 - very important
does not apply
. . . My level of satisfaction
not available/not used
somewhat satisfied - 5
neutral - 4
somewhat dissatisfied - 3
not very satisfied - 2

(If items 71-80 not available, skip to item 81.)

Importance to me		My level of satisfaction
①②③④⑤⑥⑦	71.	①②③④⑤⑥
①②③④⑤⑥⑦	72.	①②③④⑤⑥
①②③④⑤⑥⑦	73.	①②③④⑤⑥
①②③④⑤⑥⑦	74.	①②③④⑤⑥
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①②③④⑤⑥⑦	79.	①②③④⑤⑥
①②③④⑤⑥⑦	80.	①②③④⑤⑥

How satisfied are you that this campus demonstrates a commitment to meeting the needs of:

81.	Part-time students?	①②③④⑤⑥
82.	Evening students?	①②③④⑤⑥
83.	Older, returning learners?	①②③④⑤⑥
84.	Under-represented populations?	①②③④⑤⑥
85.	Commuters?	①②③④⑤⑥
86.	Students with disabilities?	①②③④⑤⑥

How important were each of the following factors in your decision to enroll here?

①②③④⑤⑥⑦	87.	Cost
①②③④⑤⑥⑦	88.	Financial aid
①②③④⑤⑥⑦	89.	Academic reputation
①②③④⑤⑥⑦	90.	Size of institution
①②③④⑤⑥⑦	91.	Opportunity to play sports
①②③④⑤⑥⑦	92.	Recommendations from family/friends
①②③④⑤⑥⑦	93.	Geographic setting
①②③④⑤⑥⑦	94.	Campus appearance
①②③④⑤⑥⑦	95.	Personalized attention prior to enrollment

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

96. So far, how has your college experience met your expectations?
1. Much worse than I expected
2. Quite a bit worse than I expected
3. Worse than I expected
4. About what I expected
5. Better than I expected
6. Quite a bit better than I expected
7. Much better than I expected

97. Rate your overall satisfaction with your experience here thus far.
1. Not satisfied at all
2. Not very satisfied
3. Somewhat dissatisfied
4. Neutral
5. Somewhat satisfied
6. Satisfied
7. Very satisfied

98. All in all, if you had it to do over again, would you enroll here?
1. Definitely not
2. Probably not
3. Maybe not
4. I don't know
5. Maybe yes
6. Probably yes
7. Definitely yes

CONTINUE TO THE NEXT PAGE

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Choose the one response that best describes you and darken the corresponding oval for each of the items below.

99. Gender:
① Female
② Male

100. Age:
① 18 and under
② 19 to 24
③ 25 to 34
④ 35 to 44
⑤ 45 and over

101. Ethnicity/Race:
① African-American
② American Indian or Alaskan Native
③ Asian or Pacific Islander
④ Caucasian/White
⑤ Hispanic
⑥ Other
⑦ Prefer not to respond

102. Current Enrollment Status:
① Day
② Evening
③ Weekend

103. Current Class Load:
① Full-time
② Part-time

104. Class Level:
(Years in attendance at this college)
① 1 or less
② 2
③ 3
④ 4 or more

105. Current GPA:
① No credits earned
② 1.99 or below
③ 2.0 - 2.49
④ 2.5 - 2.99
⑤ 3.0 - 3.49
⑥ 3.5 or above

106. Educational Goal:
① Associate degree
② Vocational/technical program
③ Transfer to another institution
④ Certification (initial or renewal)
⑤ Self-improvement/pleasure
⑥ Job-related training
⑦ Other

107. Employment:
① Full-time off campus
② Part-time off campus
③ Full-time on campus
④ Part-time on campus
⑤ Not employed

108. Current Residence:
① Residence hall
② Own house
③ Rent room or apartment off campus
④ Parent's home
⑤ Other

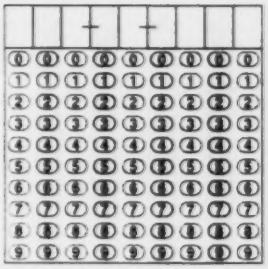
109. Residence Classification:
① In-state
② Out-of-state
③ International (not U.S. citizen)

110. Disabilities:
Physical disability or a diagnosed learning disability?
① Yes
② No

111. When I entered this institution, it was my:
① 1st choice
② 2nd choice
③ 3rd choice or lower

Your Social Security Number is requested for research purposes and will not appear on any report.

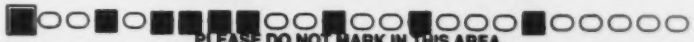
Social Security Number:
Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval.



112. Major:
~~Fill in major code from list provided by your institution.~~
Write in:

113. ~~Item requested by your institution:~~
①
②
③
④
⑤
⑥

Thank you for taking the time to complete this inventory.
Please do not fold.



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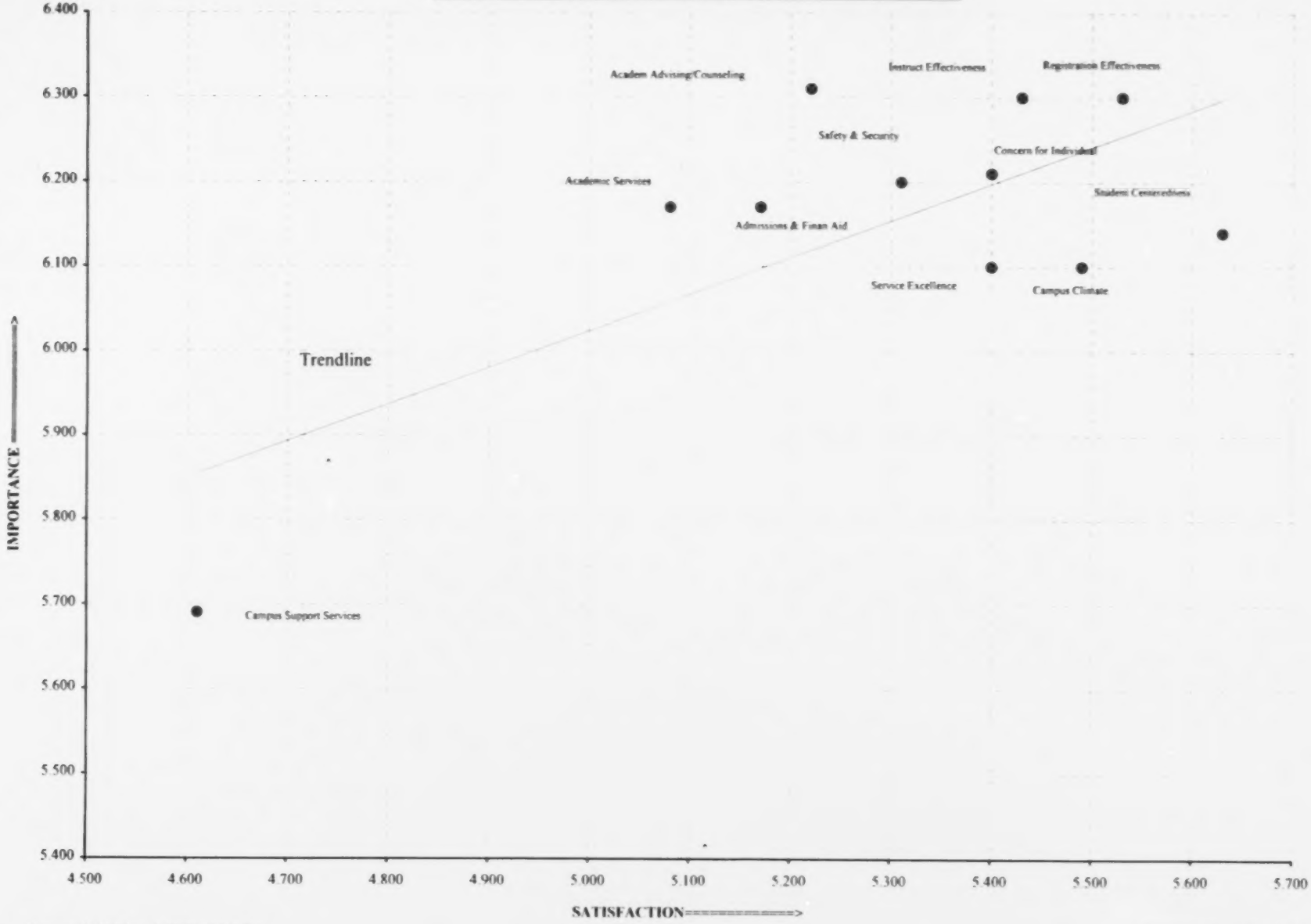
THE ELEVEN SCALES

COPPER MOUNTAIN

PALM DESERT

Scale: 1=not important ...
7=very important

COPPER MOUNTAIN: STUDENT SATISFACTION SURVEY



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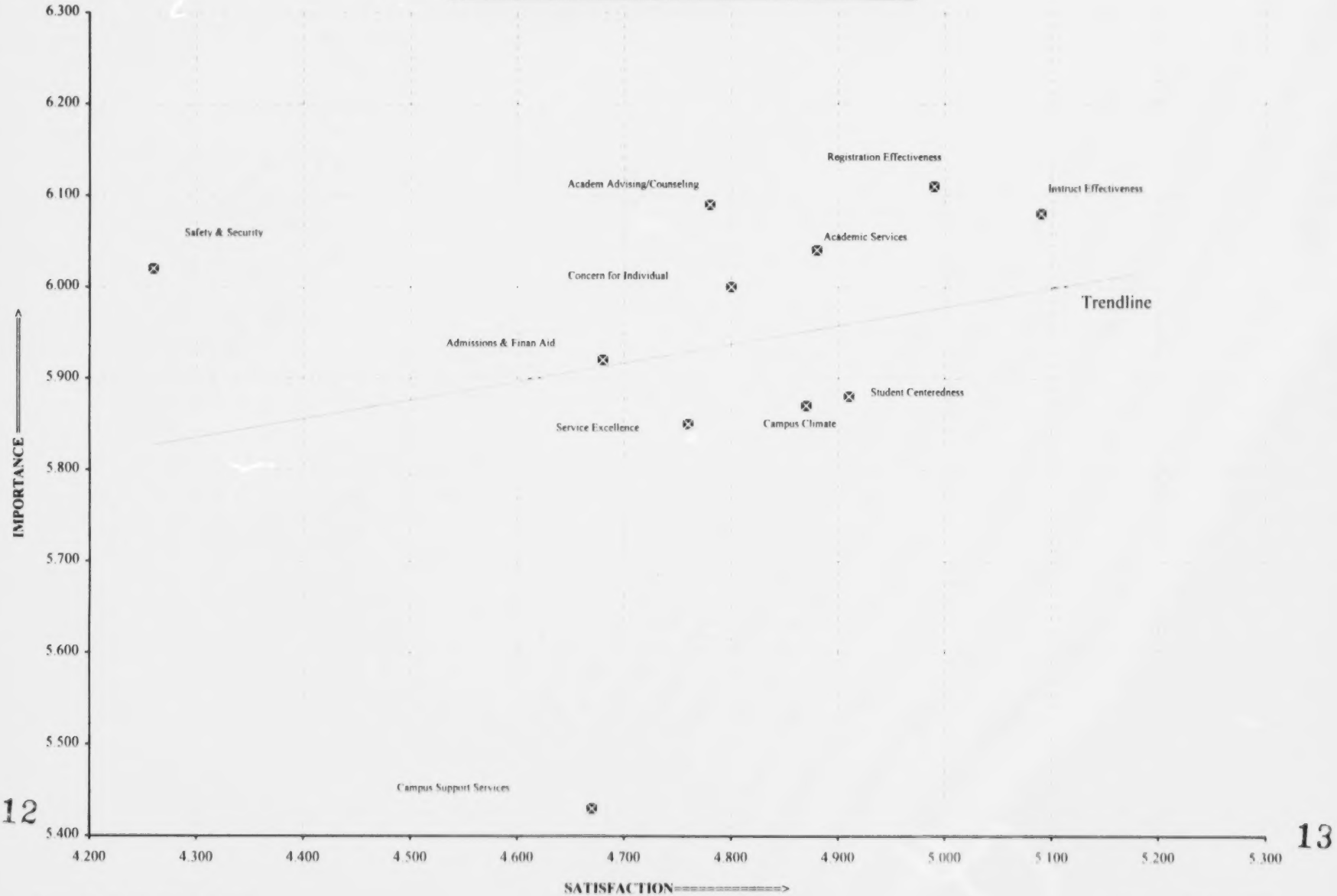
Scale: 1=not important ...
7=very important

PALM DESERT: STUDENT SATISFACTION SURVEY



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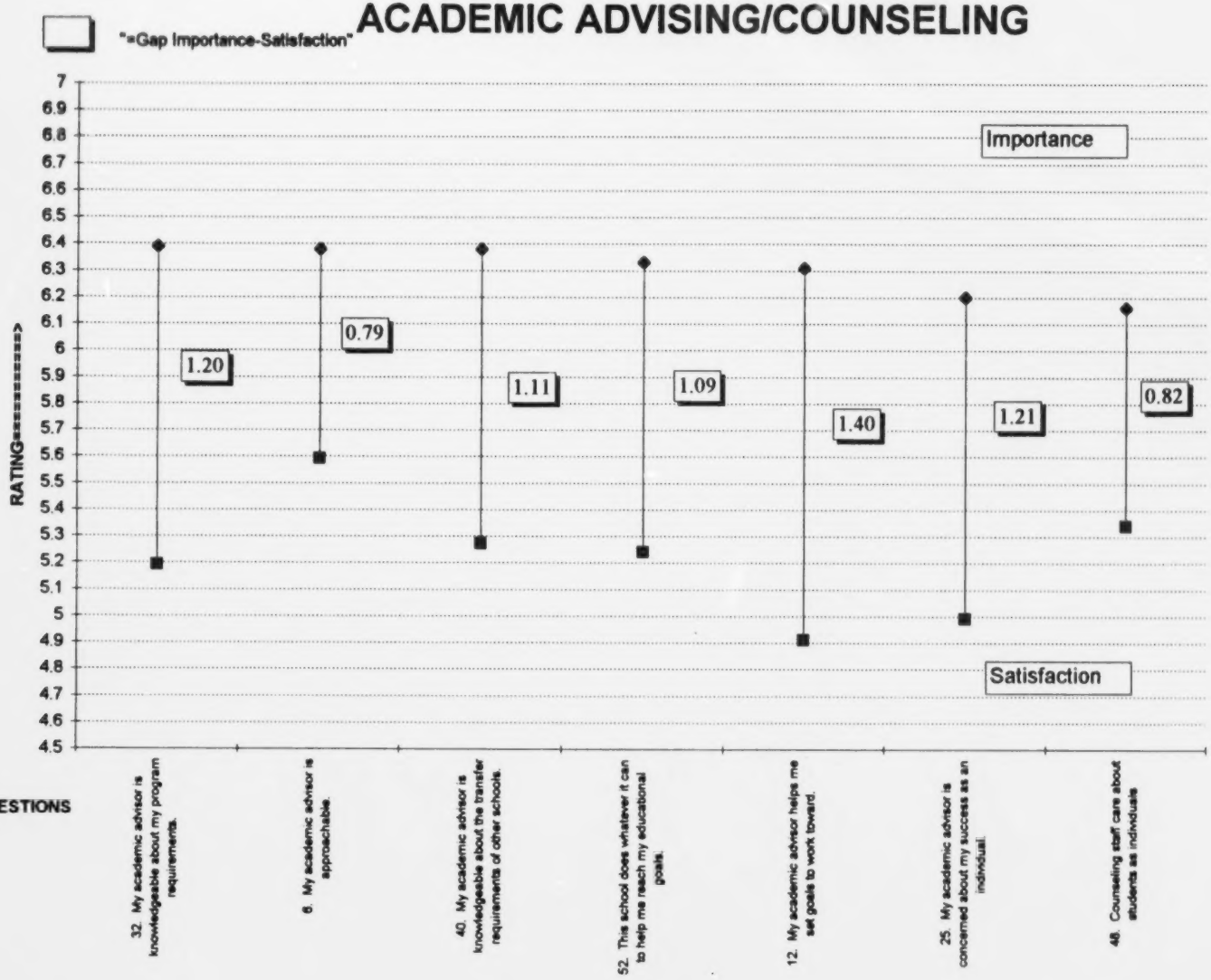
The Eleven Scales
in Detail

COPPER MOUNTAIN

COLLEGE OF THE DESERT
COPPER MOUNTAIN CAMPUS

ACADEMIC ADVISING/COUNSELING



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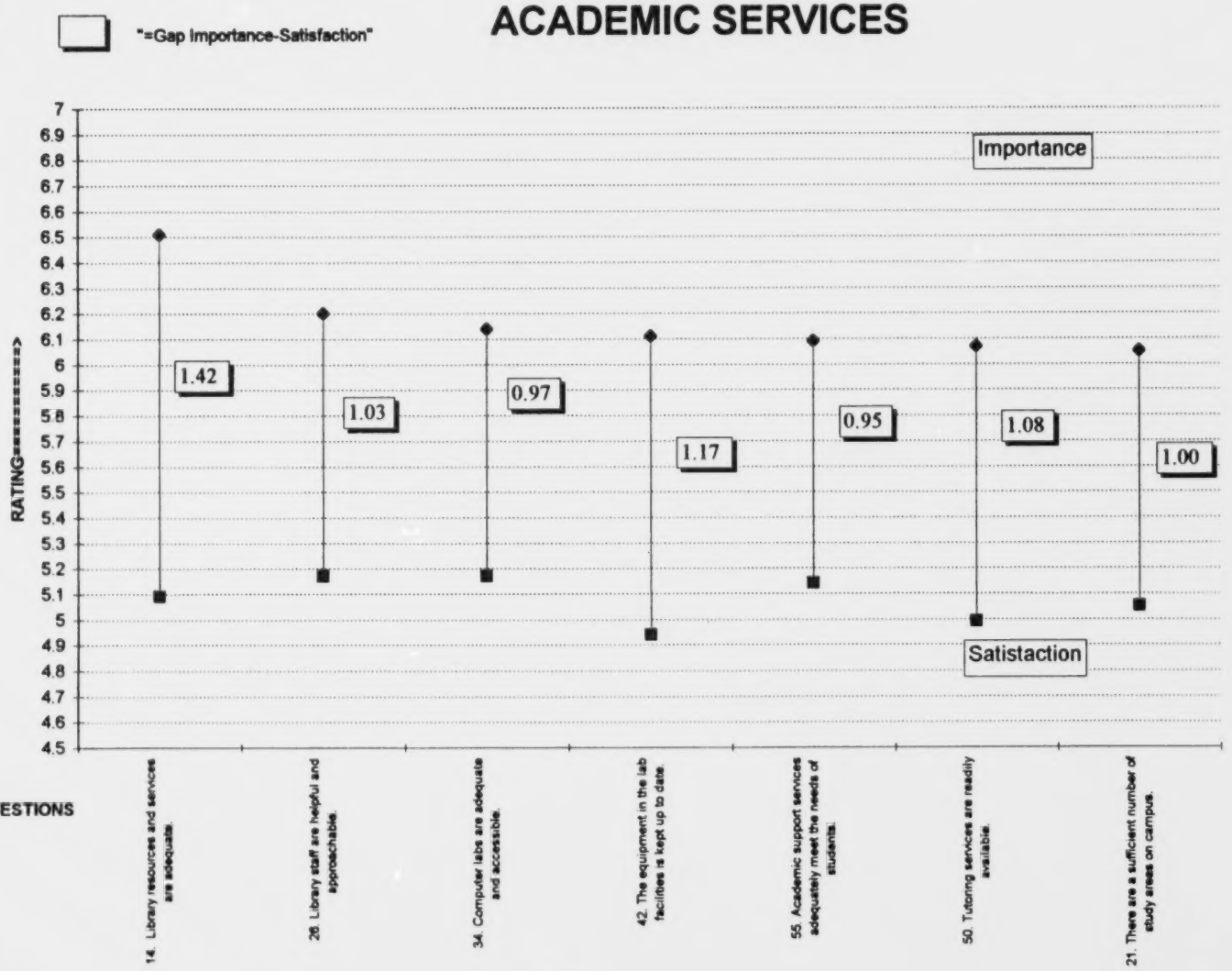
COLLEGE OF THE DESERT
COPPER MOUNTAIN CAMPUS

ACADEMIC SERVICES



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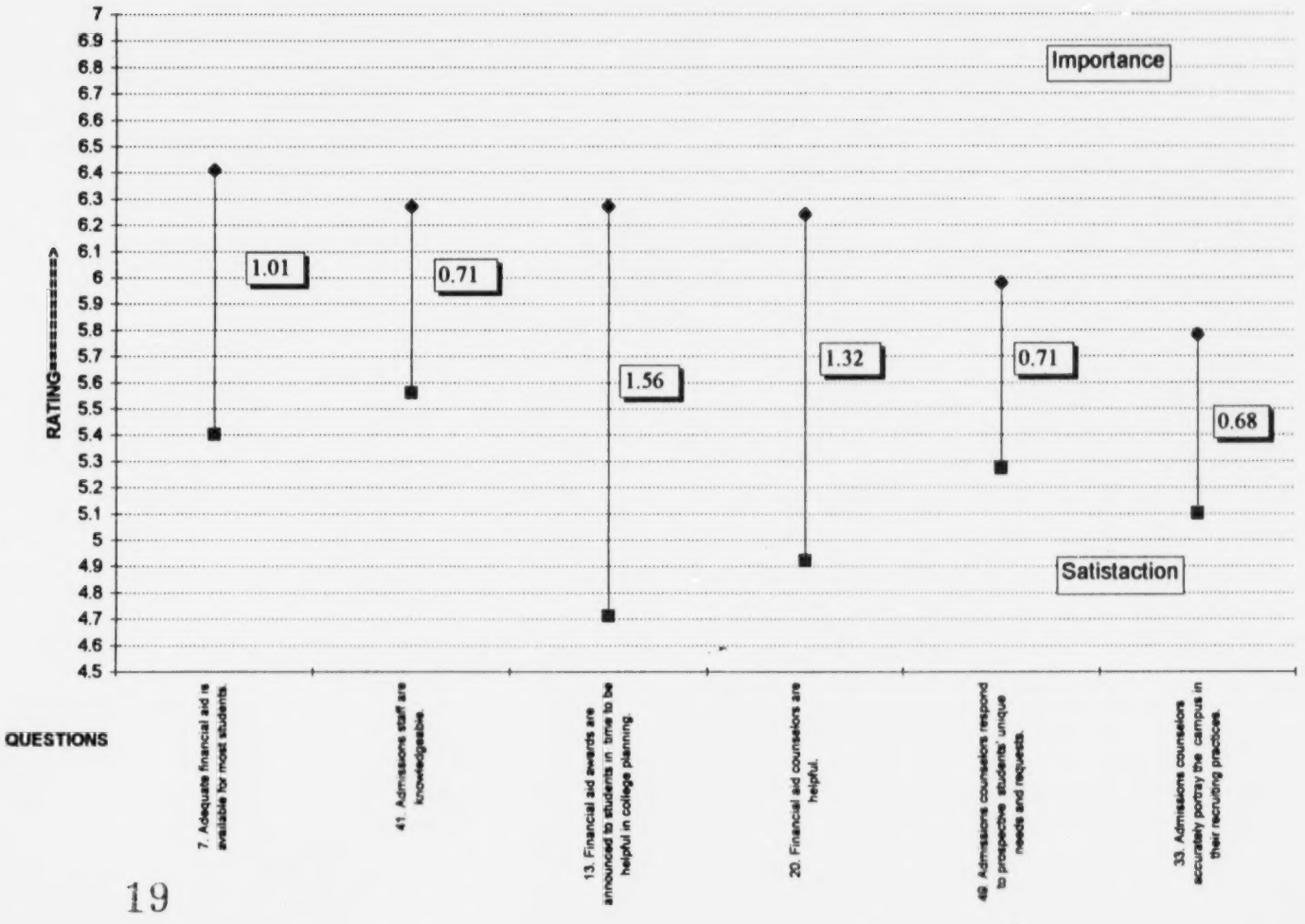
COPPER MOUNTAIN CAMPUS

ADMISSIONS AND FINANCIAL AID

"=Gap Importance-Satisfaction"



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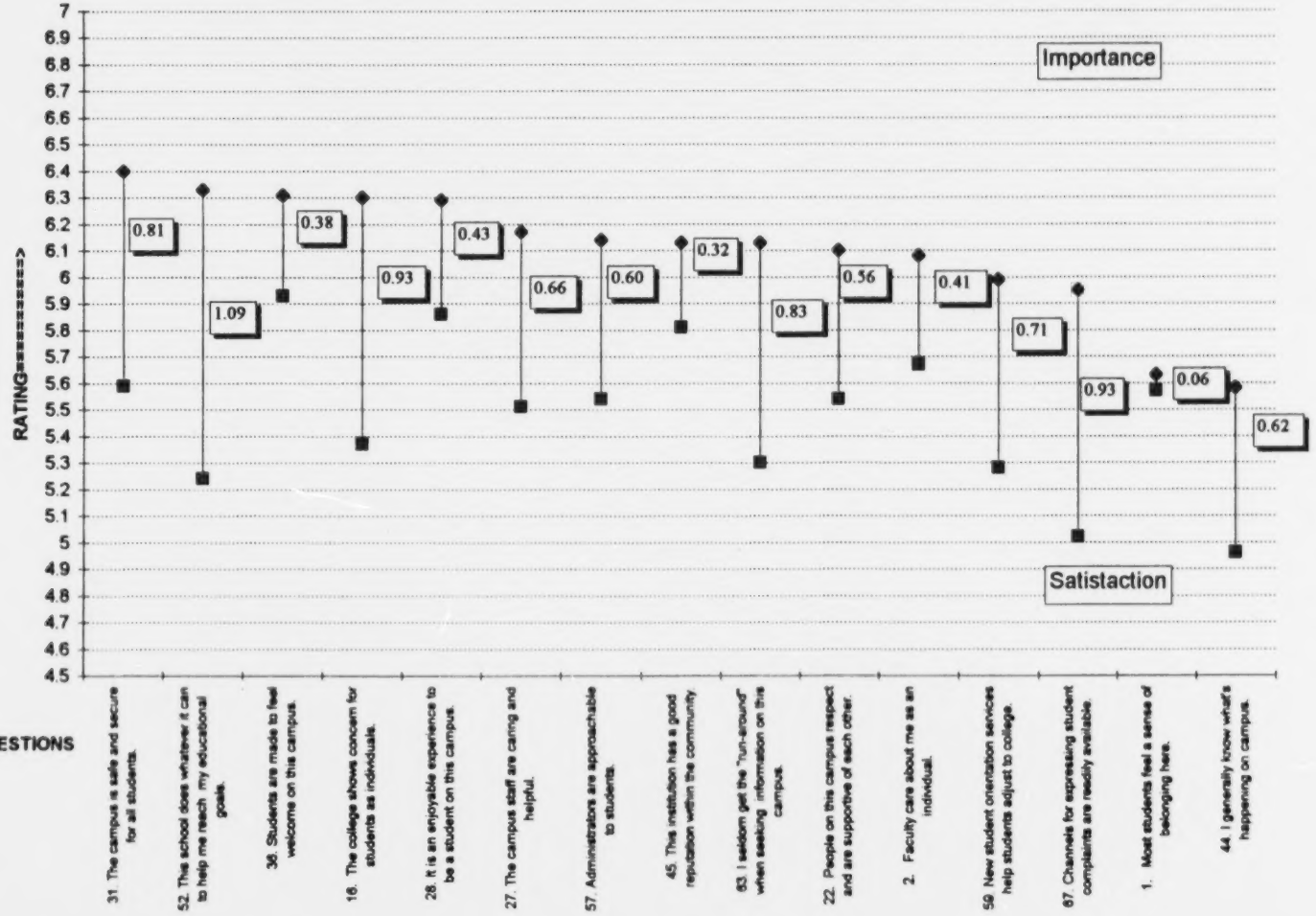
COPPER MOUNTAIN CAMPUS

CAMPUS CLIMATE



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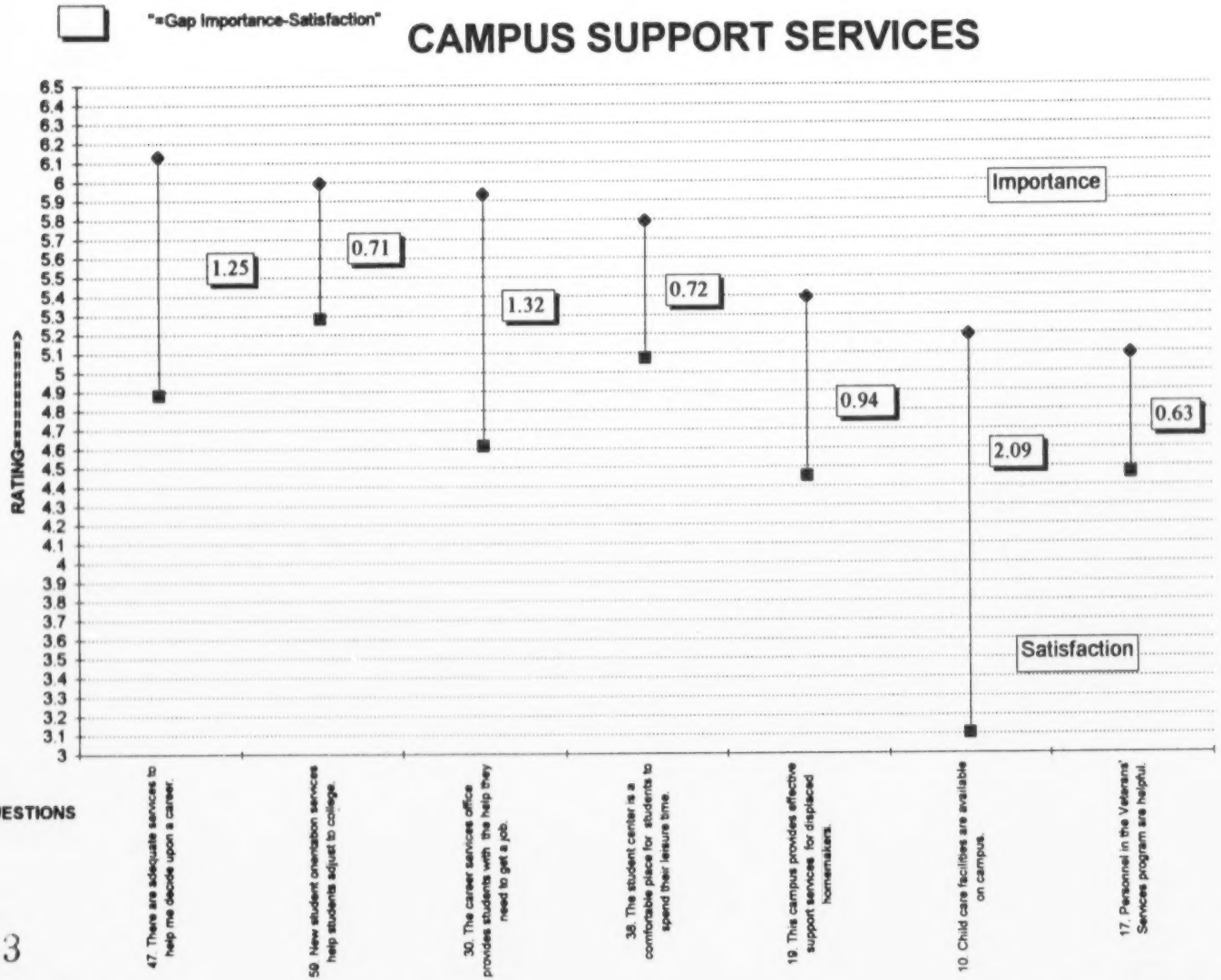
COPPER MOUNTAIN CAMPUS



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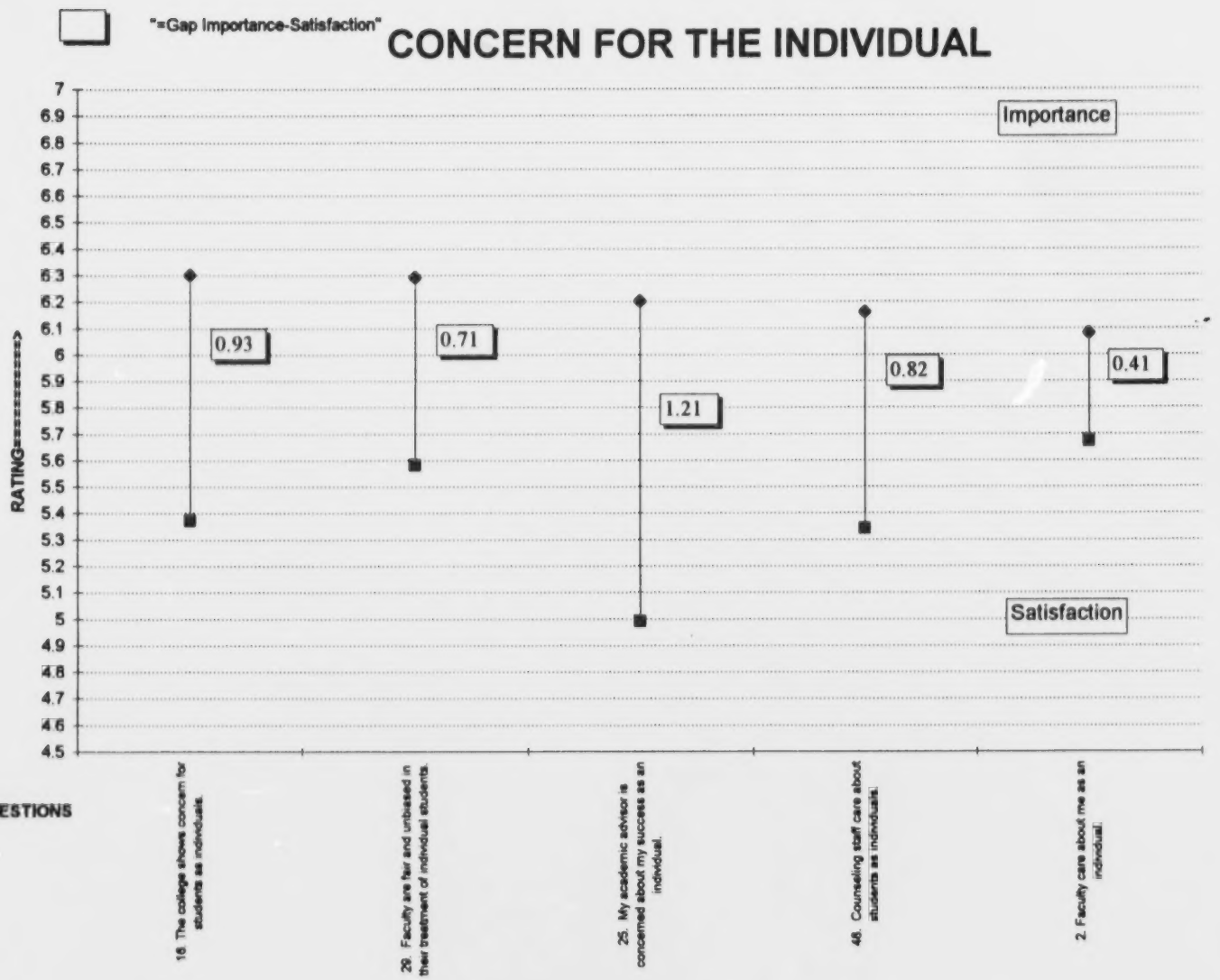
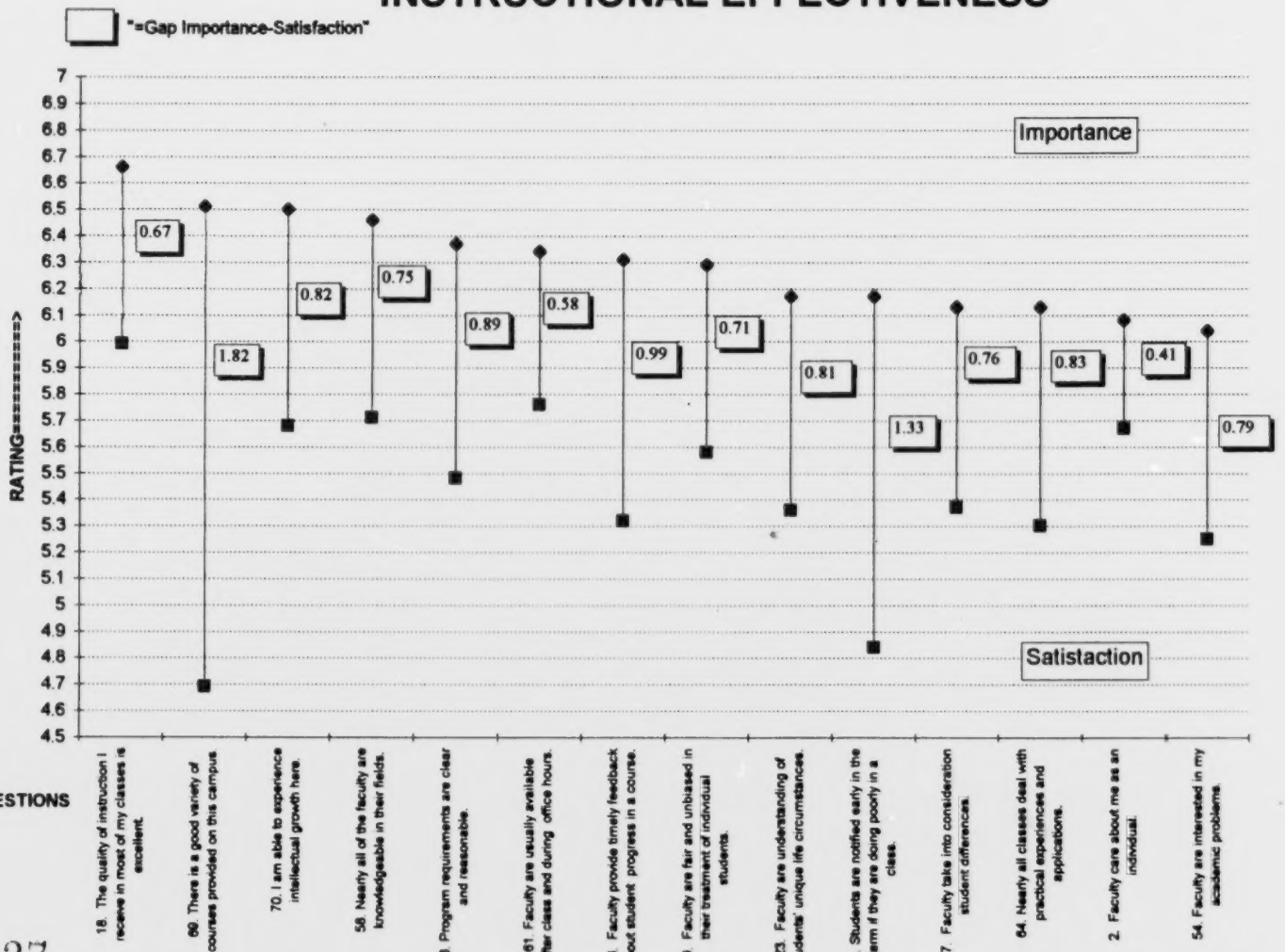
COPPER MOUNTAIN CAMPUS



COLLEGE OF THE DESERT
COPPER MOUNTAIN CAMPUS

INSTRUCTIONAL EFFECTIVENESS



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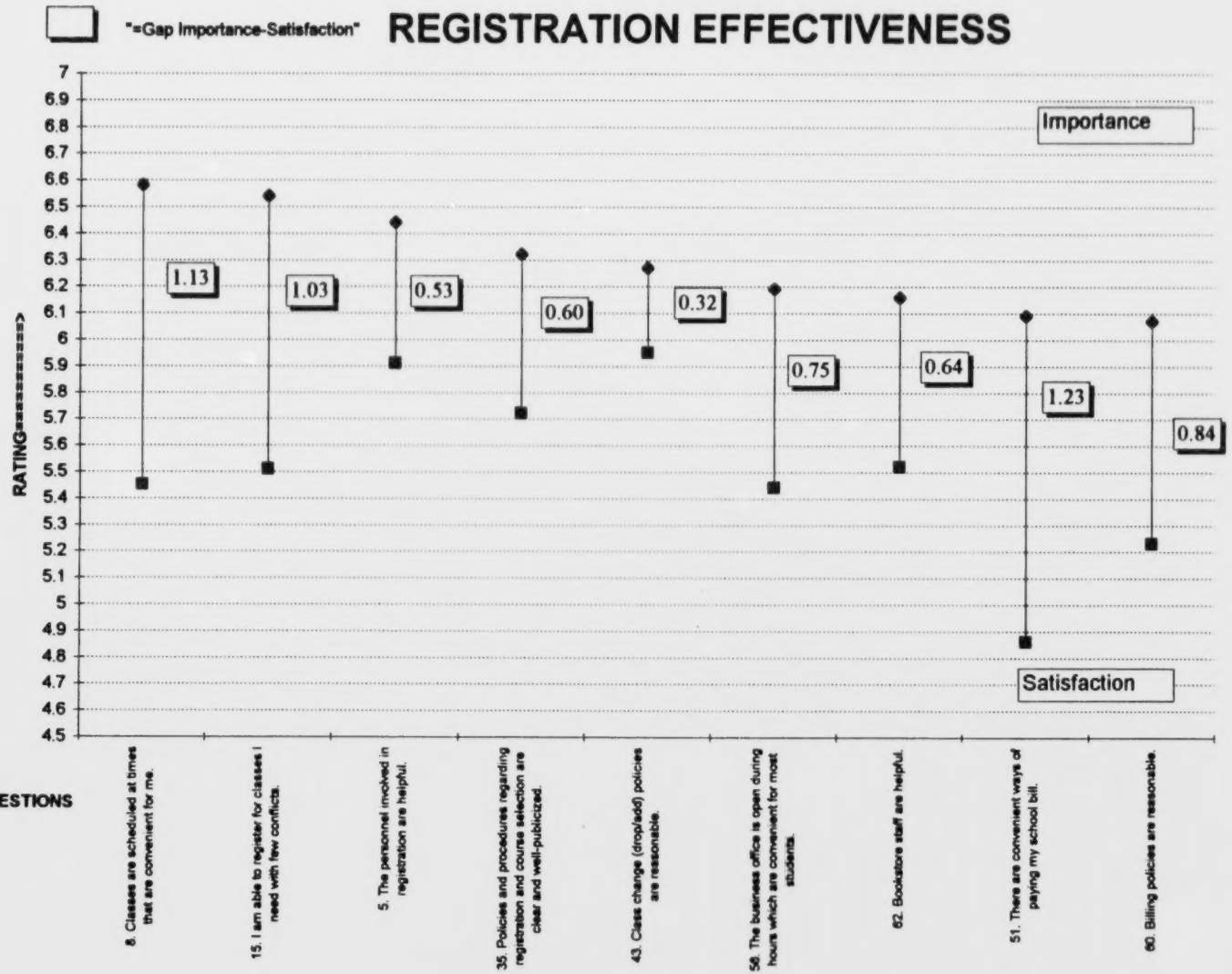
COPPER MOUNTAIN CAMPUS



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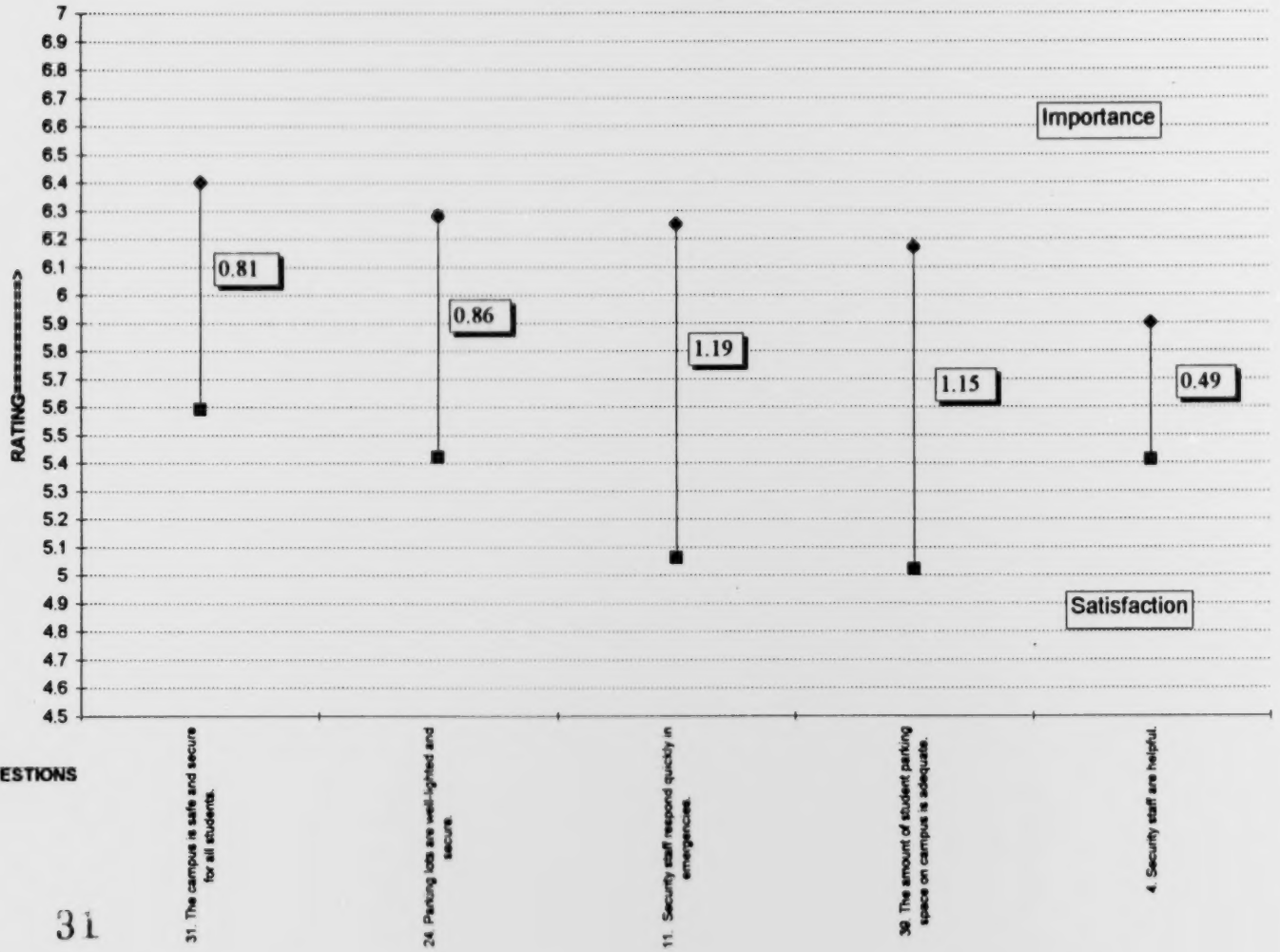
"=Gap Importance-Satisfaction"

SAFETY AND SECURITY



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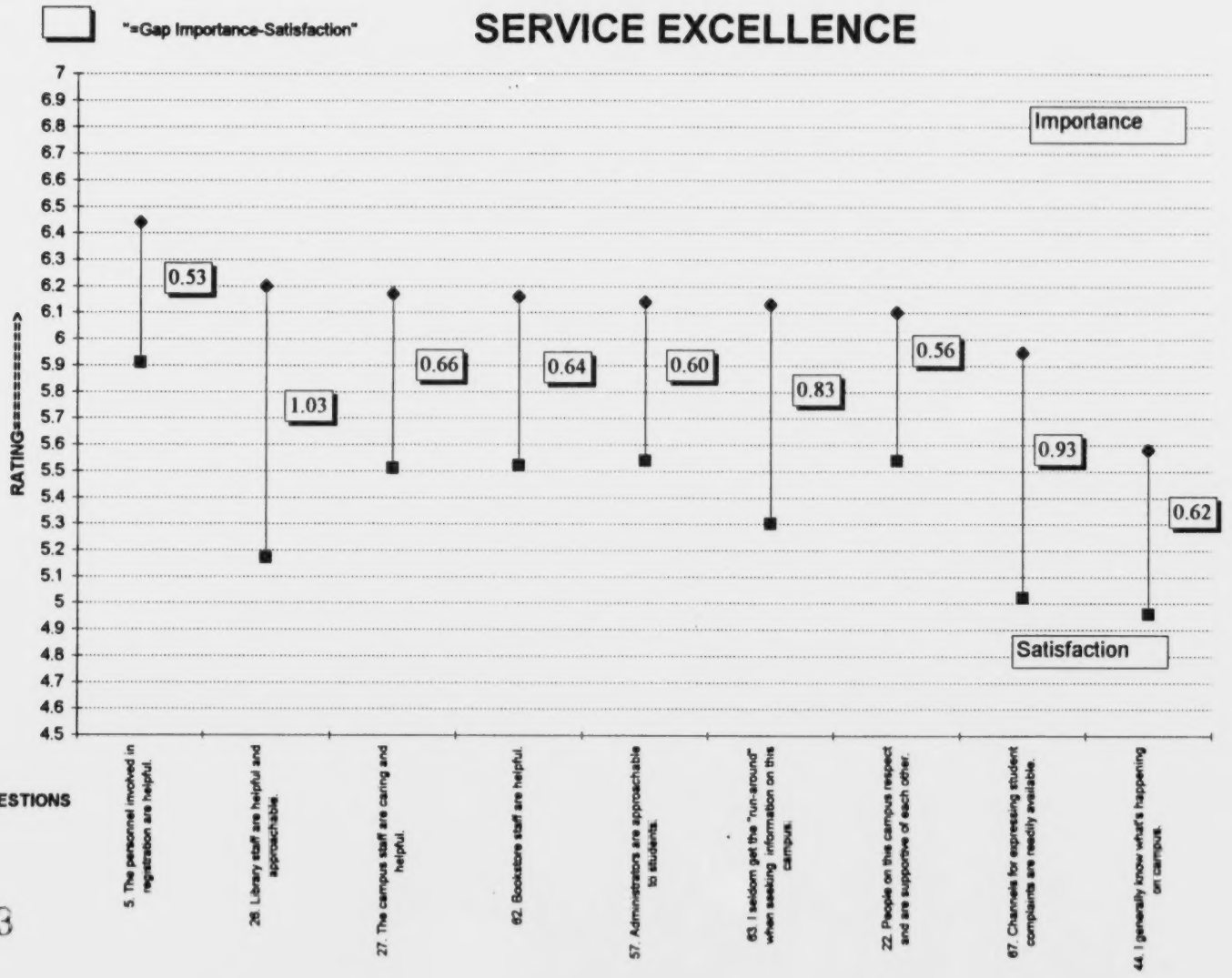
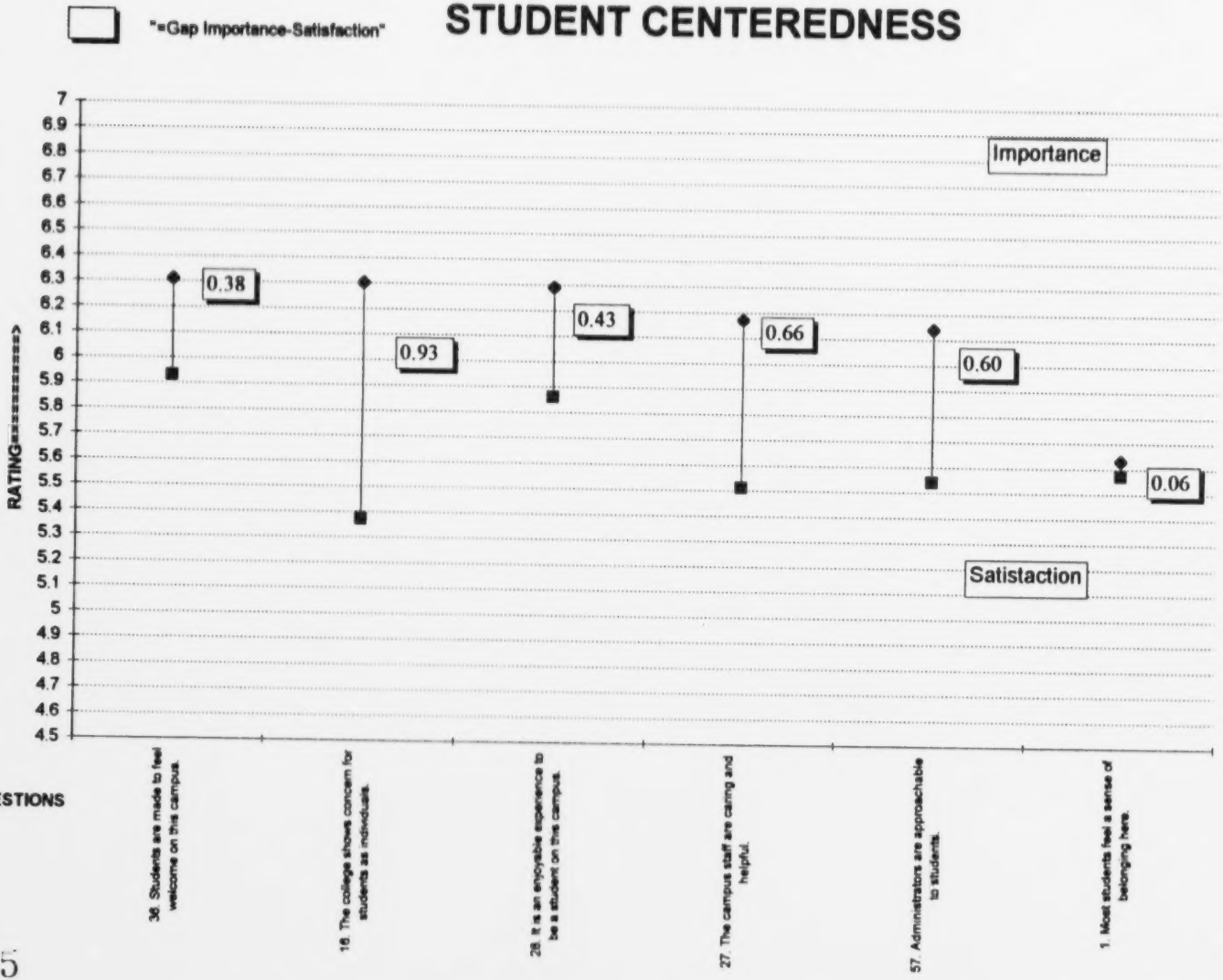
SERVICE EXCELLENCE



COLLEGE OF THE DESERT
COPPER MOUNTAIN CAMPUS

STUDENT CENTEREDNESS



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The Eleven Scales
in Detail

PALM DESERT

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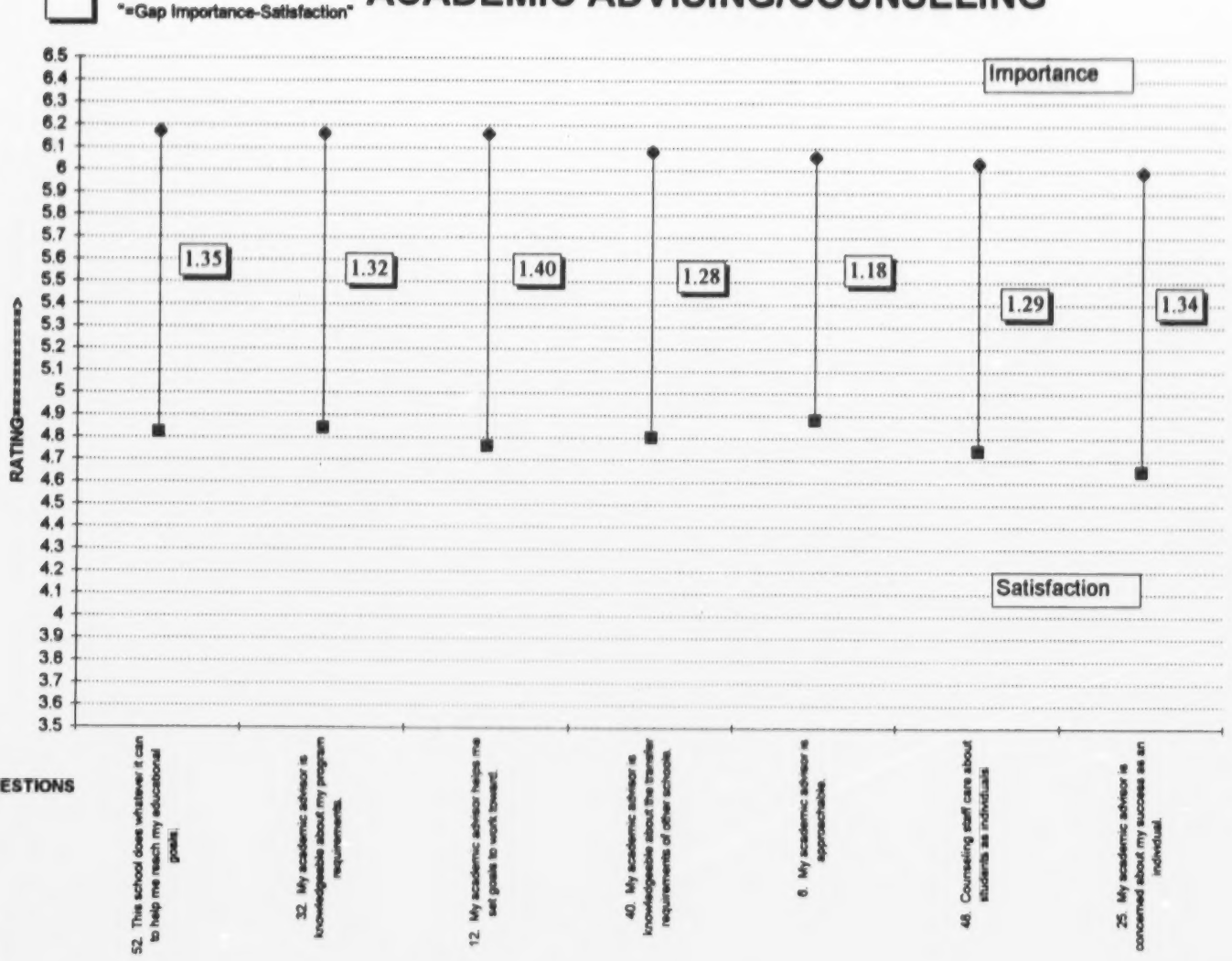
PALM DESERT CAMPUS

ACADEMIC ADVISING/COUNSELING



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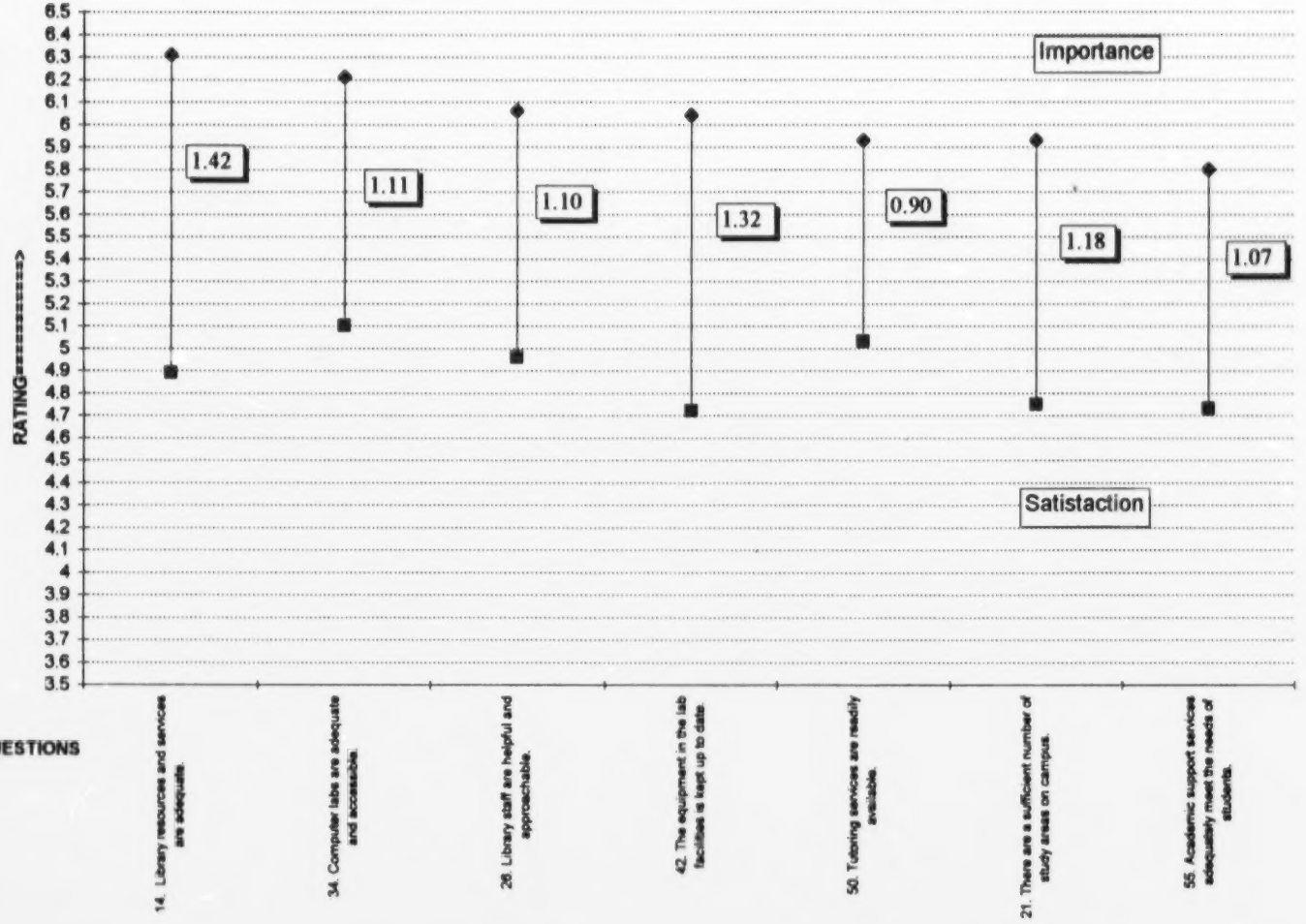
ACADEMIC SERVICES



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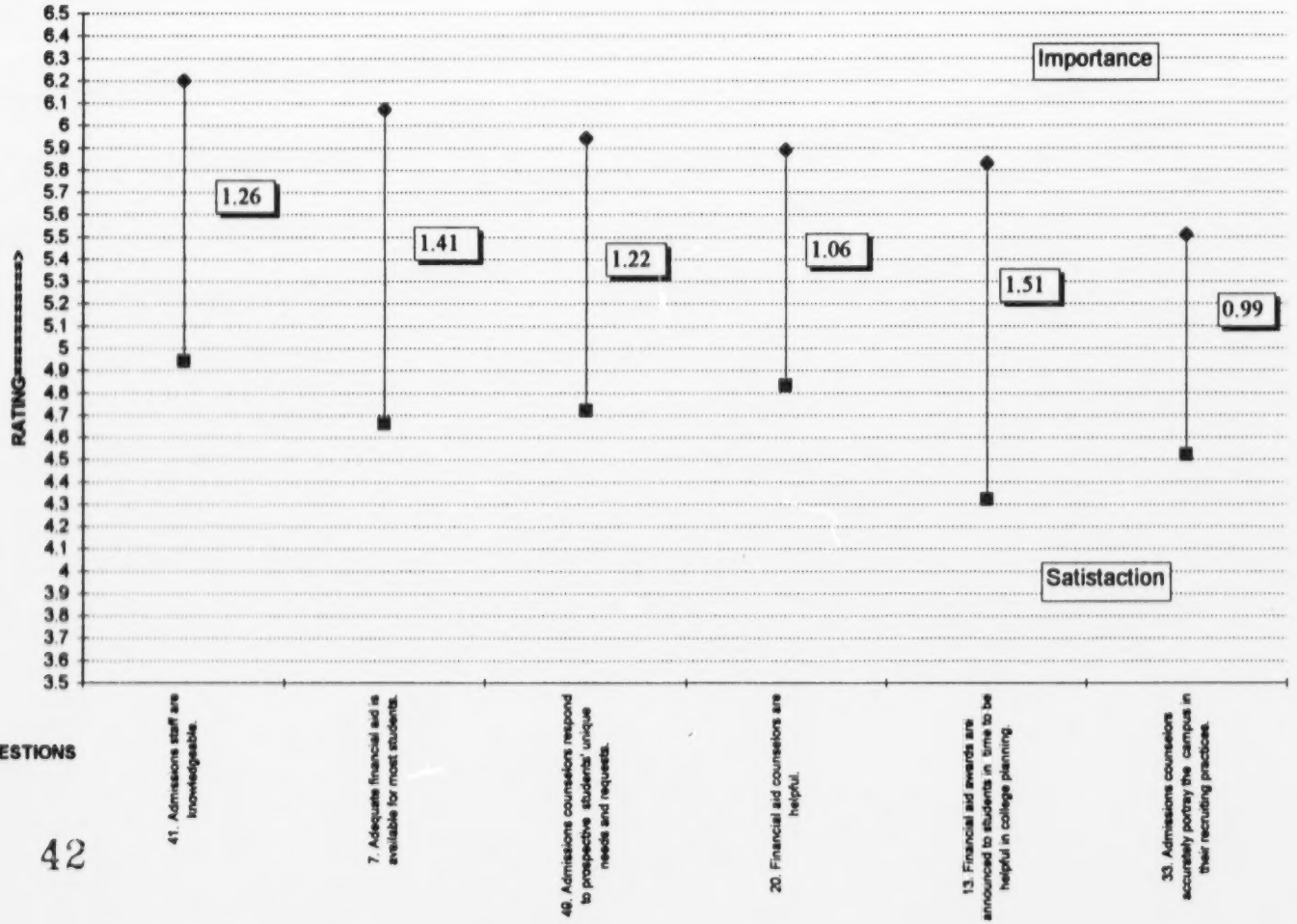
PALM DESERT CAMPUS

ADMISSIONS AND FINANCIAL AID

"=Gap Importance-Satisfaction"



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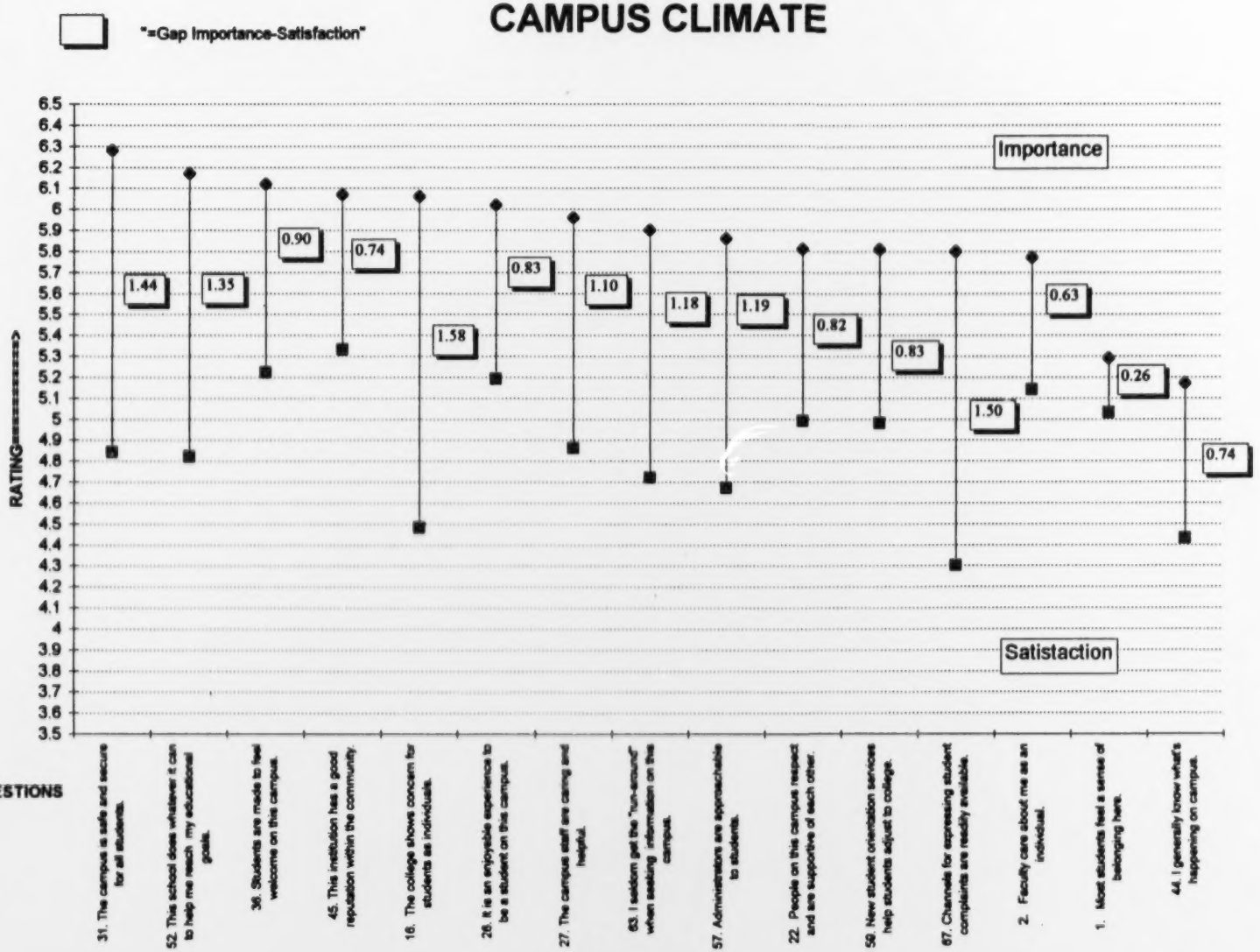
PALM DESERT CAMPUS

CAMPUS CLIMATE



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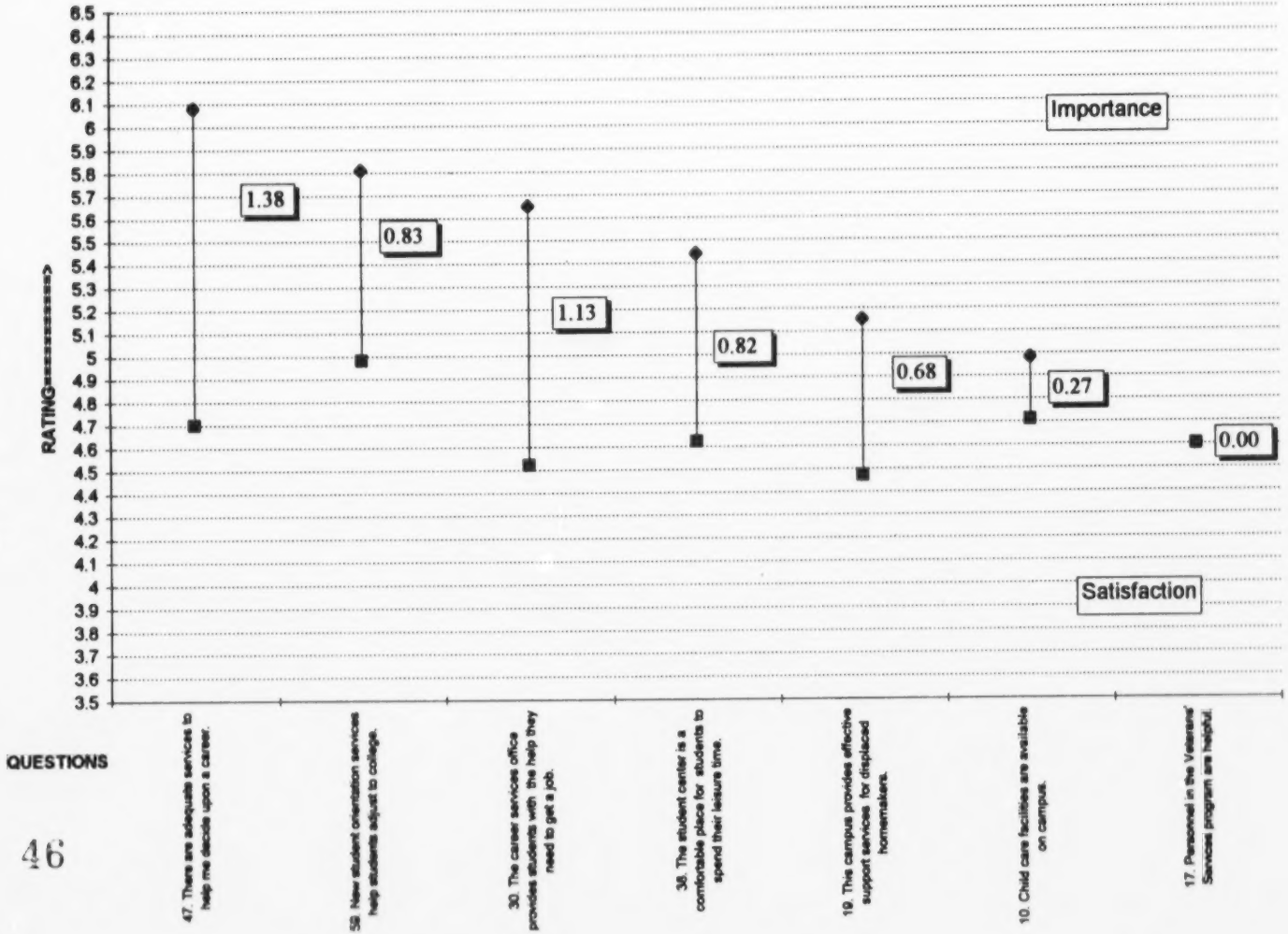
"=Gap Importance-Satisfaction"

CAMPUS SUPPORT SERVICES



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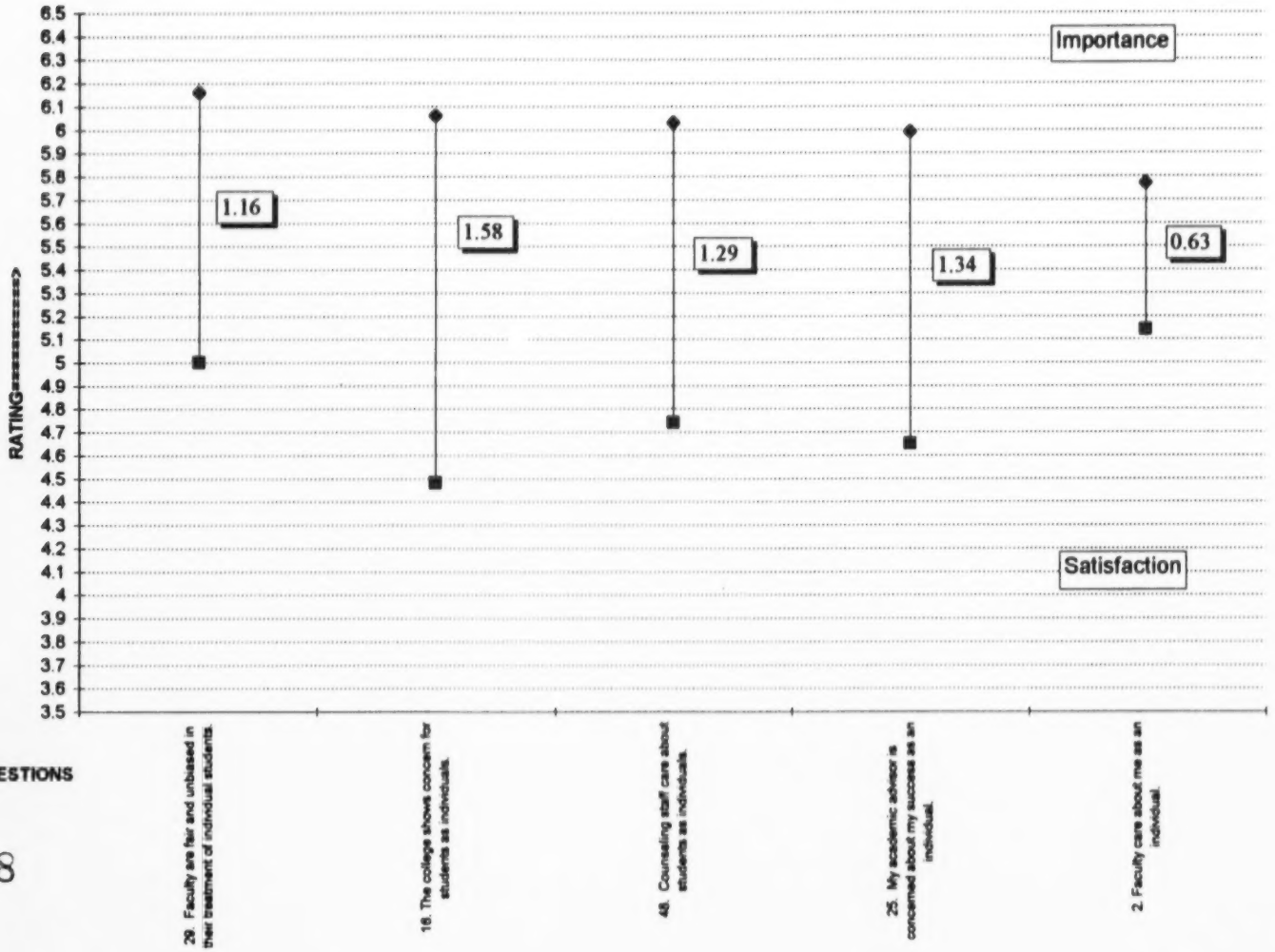
"=Gap Importance-Satisfaction"

CONCERN FOR THE INDIVIDUAL



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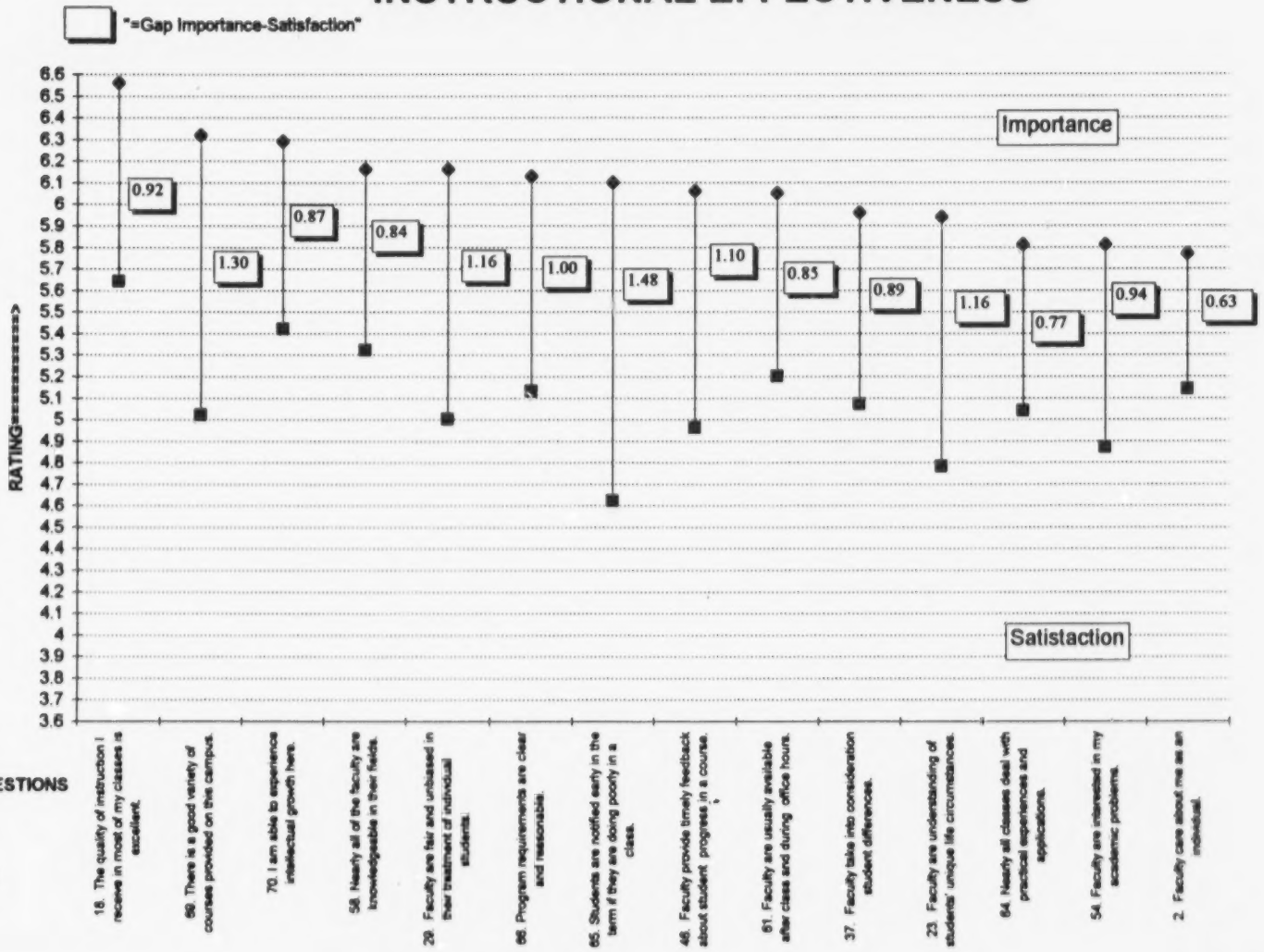
PALM DESERT CAMPUS

INSTRUCTIONAL EFFECTIVENESS



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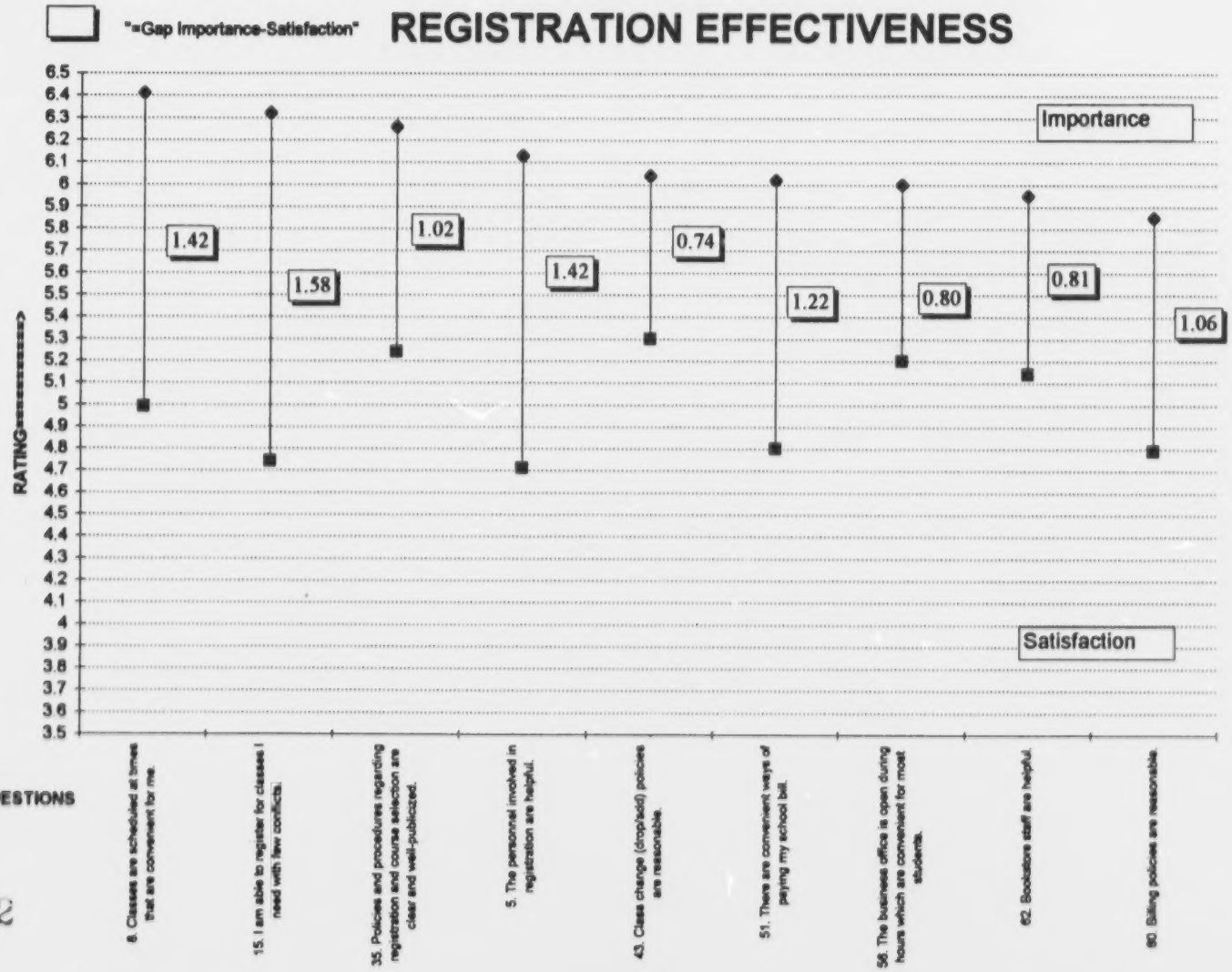
PALM DESERT CAMPUS

REGISTRATION EFFECTIVENESS



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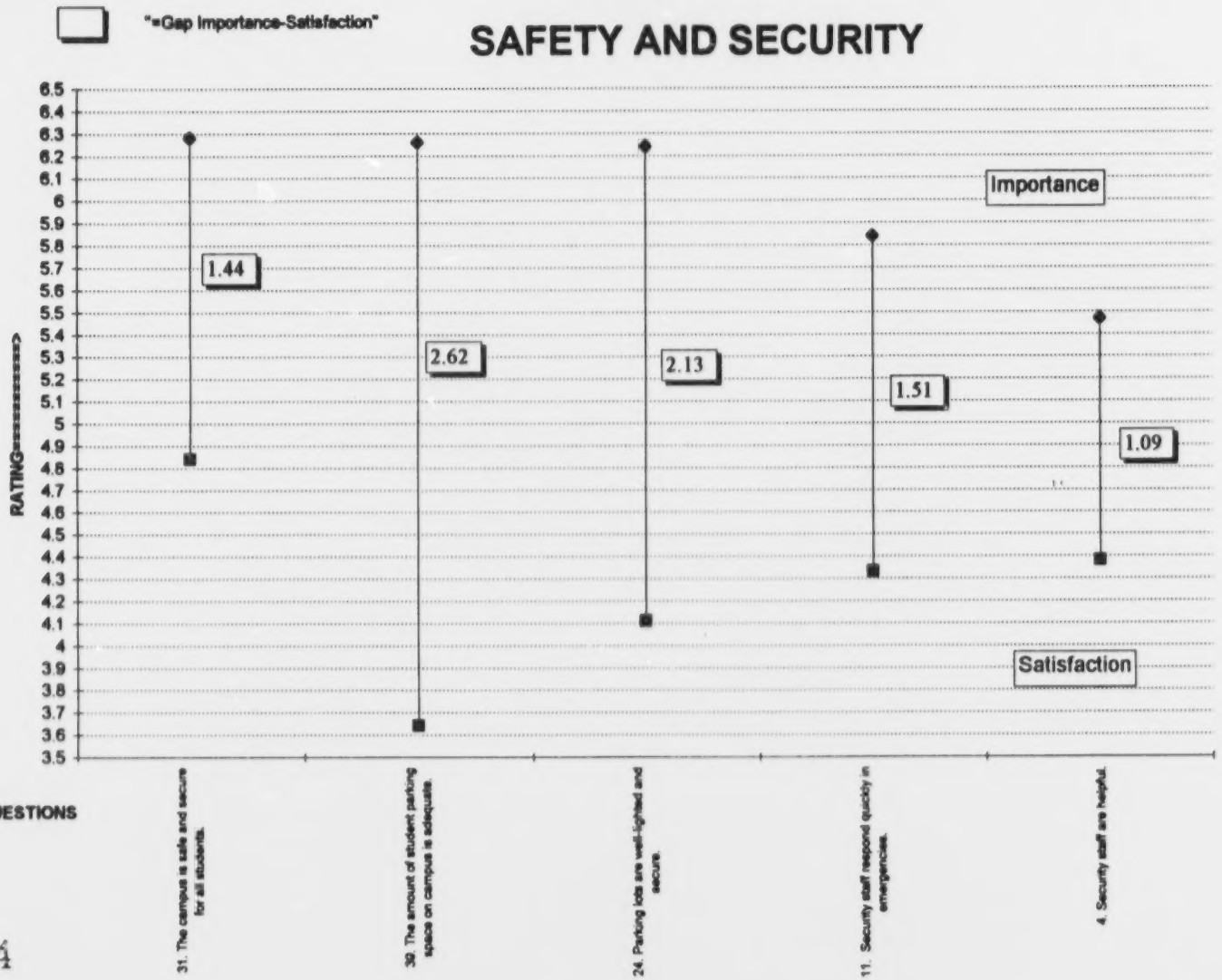
PALM DESERT CAMPUS



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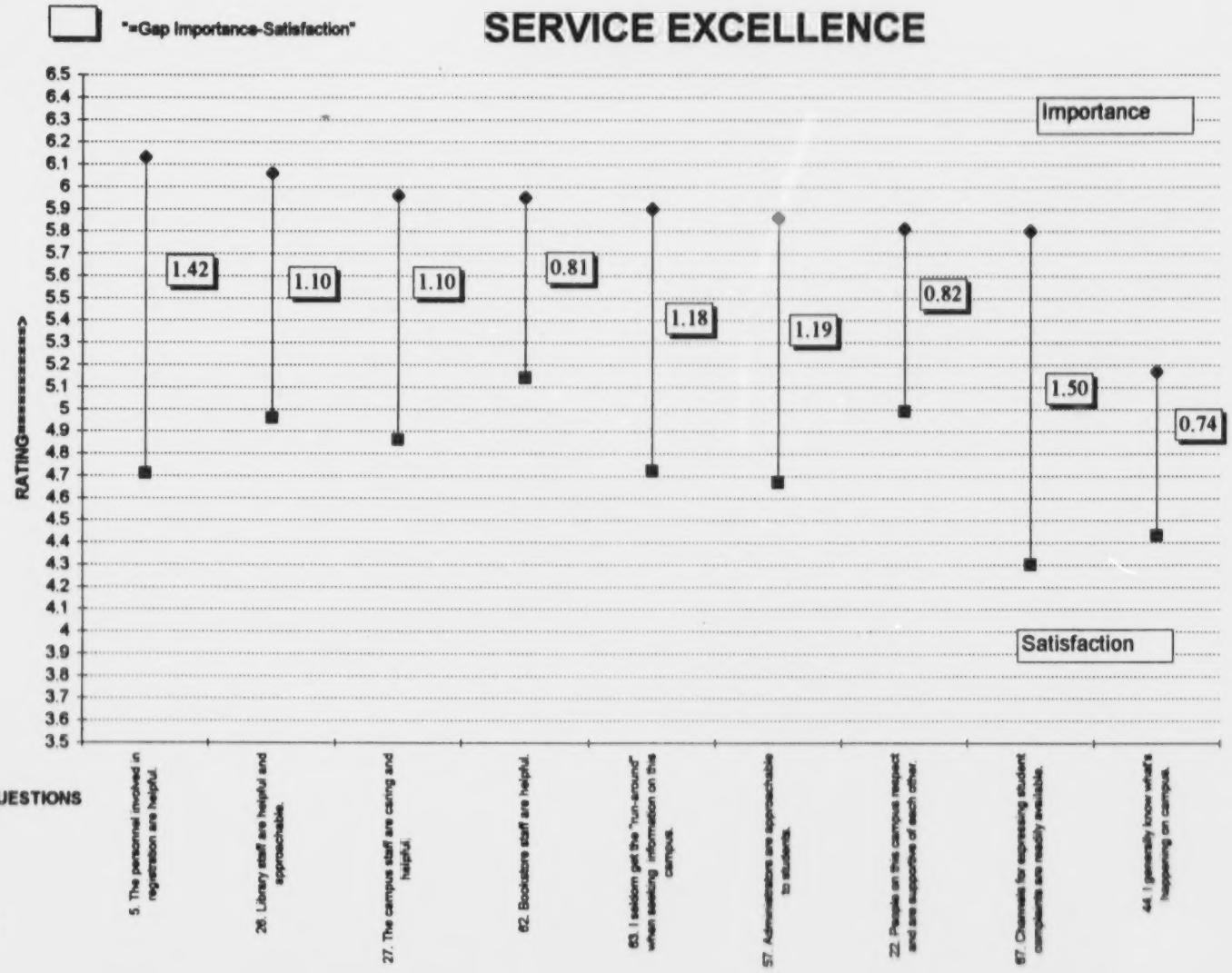
COLLEGE OF THE DESERT
PALM DESERT CAMPUS



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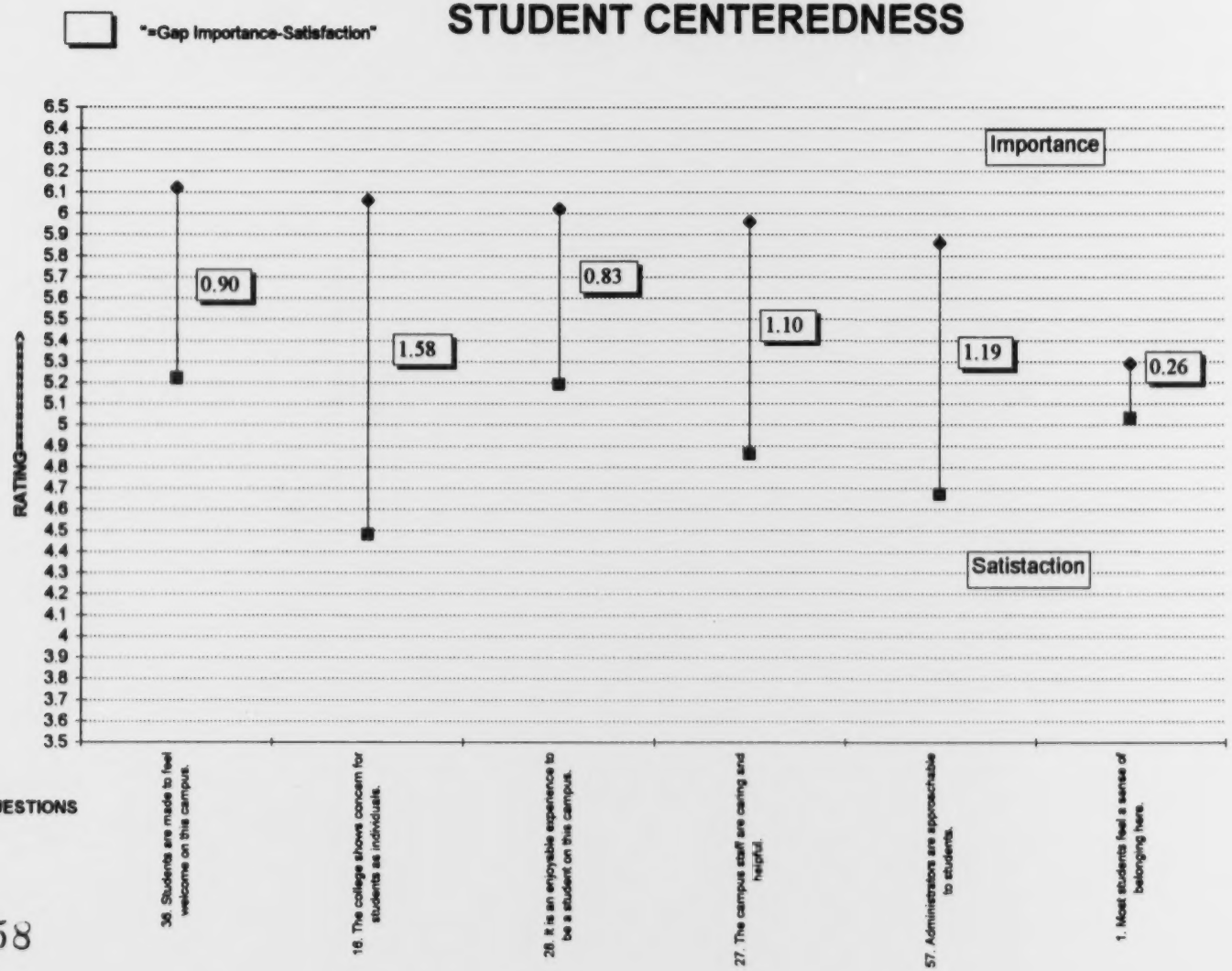
COLLEGE OF THE DESERT
PALM DESERT CAMPUS

STUDENT CENTEREDNESS



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THE QUESTIONS

Sorted by Gap

Palm Desert, Copper Mountain

PALM DESERT

QUESTIONS: RANKED BY IMPORTANCE/SATISFACTION GAP

	I	S	GAP
39. The amount of student parking space on campus is adequate.	6.26	3.64	2.62
24. Parking lots are well-lighted and secure.	6.24	4.11	2.13
15. I am able to register for classes I need with few conflicts.	6.32	4.74	1.58
16. The college shows concern for students as individuals.	6.06	4.48	1.58
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.83	4.32	1.51
11. Security staff respond quickly in emergencies.	5.84	4.33	1.51
67. Channels for expressing student complaints are readily available.	5.80	4.30	1.50
65. Students are notified early in the term if they are doing poorly in a class.	6.10	4.62	1.48
31. The campus is safe and secure for all students.	6.28	4.84	1.44
14. Library resources and services are adequate.	6.31	4.89	1.42
8. Classes are scheduled at times that are convenient for me.	6.41	4.99	1.42
5. The personnel involved in registration are helpful.	6.13	4.71	1.42
7. Adequate financial aid is available for most students.	6.07	4.66	1.41
12. My academic advisor helps me set goals to work toward.	6.16	4.76	1.40
47. There are adequate services to help me decide upon a career.	6.08	4.70	1.38
52. This school does whatever it can to help me reach my educational goals.	6.17	4.82	1.35
25. My academic advisor is concerned about my success as an individual.	5.99	4.65	1.34
32. My academic advisor is knowledgeable about my program requirements.	6.16	4.84	1.32
42. The equipment in the lab facilities is kept up to date.	6.04	4.72	1.32
69. There is a good variety of courses provided on this campus.	6.32	5.02	1.30
48. Counseling staff care about students as individuals.	6.03	4.74	1.29
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.08	4.80	1.28
41. Admissions staff are knowledgeable.	6.20	4.94	1.26
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	4.72	1.22
51. There are convenient ways of paying my school bill.	6.02	4.80	1.22
57. Administrators are approachable to students.	5.86	4.67	1.19
63. I seldom get the "run-around" when seeking information on this campus.	5.90	4.72	1.18
6. My academic advisor is approachable.	6.06	4.88	1.18
21. There are a sufficient number of study areas on campus.	5.93	4.75	1.18
29. Faculty are fair and unbiased in their treatment of individual students.	6.16	5.00	1.16
23. Faculty are understanding of students' unique life circumstances.	5.94	4.78	1.16
30. The career services office provides students with the help they need to get a job.	5.65	4.52	1.13
34. Computer labs are adequate and accessible.	6.21	5.10	1.11
26. Library staff are helpful and approachable.	6.06	4.96	1.10
27. The campus staff are caring and helpful.	5.96	4.86	1.10
46. Faculty provide timely feedback about student progress in a course.	6.06	4.96	1.10
4. Security staff are helpful.	5.47	4.38	1.09
55. Academic support services adequately meet the needs of students.	5.80	4.73	1.07
20. Financial aid counselors are helpful.	5.89	4.83	1.06
60. Billing policies are reasonable.	5.85	4.79	1.06
35. Policies-procedures re registration & course selection are clear and well-publicized.	6.26	5.24	1.02
66. Program requirements are clear and reasonable.	6.13	5.13	1.00
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.51	4.52	0.99
54. Faculty are interested in my academic problems.	5.81	4.87	0.94
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.64	0.92
36. Students are made to feel welcome on this campus.	6.12	5.22	0.90

50. Tutoring services are readily available.	5.93	5.03	0.90
37. Faculty take into consideration student differences.	5.96	5.07	0.89
70. I am able to experience intellectual growth here.	6.29	5.42	0.87
61. Faculty are usually available after class and during office hours.	6.05	5.20	0.85
58. Nearly all of the faculty are knowledgeable in their fields.	6.16	5.32	0.84
28. It is an enjoyable experience to be a student on this campus.	6.02	5.19	0.83
59. New student orientation services help students adjust to college.	5.81	4.98	0.83
38. The student center is a comfortable place for students to spend their leisure time.	5.44	4.62	0.82
22. People on this campus respect and are supportive of each other.	5.81	4.99	0.82
62. Bookstore staff are helpful.	5.95	5.14	0.81
56. The business office is open during hours which are convenient for most students.	6.00	5.20	0.80
64. Nearly all classes deal with practical experiences and applications.	5.81	5.04	0.77
45. This institution has a good reputation within the community.	6.07	5.33	0.74
43. Class change (drop/add) policies are reasonable.	6.04	5.30	0.74
44. I generally know what's happening on campus.	5.17	4.43	0.74
19. This campus provides effective support services for displaced homemakers.	5.15	4.47	0.68
2. Faculty care about me as an individual.	5.77	5.14	0.63
10. Child care facilities are available on campus.	4.98	4.71	0.27
1. Most students feel a sense of belonging here.	5.29	5.03	0.26
17. Personnel in the Veterans' Services program are helpful.	4.60	4.60	0.00

COPPER MOUNTAIN

QUESTIONS: RANKED BY IMPORTANCE/SATISFACTION GAP

	I	S	GAP
10. Child care facilities are available on campus.	5.19	3.10	2.09
69. There is a good variety of courses provided on this campus.	6.51	4.69	1.82
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	4.71	1.56
14. Library resources and services are adequate.	6.51	5.09	1.42
12. My academic advisor helps me set goals to work toward.	6.31	4.91	1.40
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.84	1.33
20. Financial aid counselors are helpful.	6.24	4.92	1.32
30. The career services office provides students with the help they need to get a job.	5.93	4.61	1.32
47. There are adequate services to help me decide upon a career.	6.13	4.88	1.25
51. There are convenient ways of paying my school bill.	6.09	4.86	1.23
25. My academic advisor is concerned about my success as an individual.	6.20	4.99	1.21
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.19	1.20
11. Security staff respond quickly in emergencies.	6.25	5.06	1.19
42. The equipment in the lab facilities is kept up to date.	6.11	4.94	1.17
39. The amount of student parking space on campus is adequate.	6.17	5.02	1.15
8. Classes are scheduled at times that are convenient for me.	6.58	5.45	1.13
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.27	1.11
52. This school does whatever it can to help me reach my educational goals.	6.33	5.24	1.09
50. Tutoring services are readily available.	6.07	4.99	1.08
15. I am able to register for classes I need with few conflicts.	6.54	5.51	1.03
26. Library staff are helpful and approachable.	6.20	5.17	1.03

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7. Adequate financial aid is available for most students.	6.41	5.40	1.01
21. There are a sufficient number of study areas on campus.	6.05	5.05	1.00
46. Faculty provide timely feedback about student progress in a course.	6.31	5.32	0.99
34. Computer labs are adequate and accessible.	6.14	5.17	0.97
55. Academic support services adequately meet the needs of students.	6.09	5.14	0.95
19. This campus provides effective support services for displaced homemakers.	5.39	4.45	0.94
67. Channels for expressing student complaints are readily available.	5.95	5.02	0.93
16. The college shows concern for students as individuals.	6.30	5.37	0.93
66. Program requirements are clear and reasonable.	6.37	5.48	0.89
24. Parking lots are well-lighted and secure.	6.28	5.42	0.86
60. Billing policies are reasonable.	6.07	5.23	0.84
64. Nearly all classes deal with practical experiences and applications.	6.13	5.30	0.83
63. I seldom get the "run-around" when seeking information on this campus.	6.13	5.30	0.83
48. Counseling staff care about students as individuals.	6.16	5.34	0.82
70. I am able to experience intellectual growth here.	6.50	5.68	0.82
31. The campus is safe and secure for all students.	6.40	5.59	0.81
23. Faculty are understanding of students' unique life circumstances.	6.17	5.36	0.81
6. My academic advisor is approachable.	6.38	5.59	0.79
54. Faculty are interested in my academic problems.	6.04	5.25	0.79
37. Faculty take into consideration student differences.	6.13	5.37	0.76
58. Nearly all of the faculty are knowledgeable in their fields.	6.46	5.71	0.75
56. The business office is open during hours which are convenient for most students.	6.19	5.44	0.75
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.07	0.72
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	5.27	0.71
41. Admissions staff are knowledgeable.	6.27	5.56	0.71
59. New student orientation services help students adjust to college.	5.99	5.28	0.71
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.58	0.71
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.78	5.10	0.68
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.99	0.67
27. The campus staff are caring and helpful.	6.17	5.51	0.66
62. Bookstore staff are helpful.	6.16	5.52	0.64
17. Personnel in the Veterans' Services program are helpful.	5.09	4.46	0.63
44. I generally know what's happening on campus.	5.58	4.96	0.62
35. Policies and procedures regarding registration and course selection are clear and well-publi	6.32	5.72	0.60
57. Administrators are approachable to students.	6.14	5.54	0.60
61. Faculty are usually available after class and during office hours.	6.34	5.76	0.58
22. People on this campus respect and are supportive of each other.	6.10	5.54	0.56
5. The personnel involved in registration are helpful.	6.44	5.91	0.53
4. Security staff are helpful.	5.90	5.41	0.49
28. It is an enjoyable experience to be a student on this campus.	6.29	5.86	0.43
2. Faculty care about me as an individual.	6.08	5.67	0.41
36. Students are made to feel welcome on this campus.	6.31	5.93	0.38
45. This institution has a good reputation within the community.	6.13	5.81	0.32
43. Class change (drop/add) policies are reasonable.	6.27	5.95	0.32
1. Most students feel a sense of belonging here.	5.63	5.57	0.06

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Barney Sandler, Jackie Suitt
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